UK Visas
& Immigration

The sponsorship management system (SMS) manuals

Step by step guide for sponsors

Manual 2 of 12: Managing your licence

Contents

Additional SMS manuals 3
Glossary 7
SMS guides 8
- Guide 1: How to replace your AO or KC 8
- Guide 2: How to amend details of your current AO or KC 13
- Guide 3: How to amend your details 17
- Guide 4: How to request other changes to your details 22
- Guide 5: How to view and withdraw recent and outstanding requests 28
- Guide 6: How to view your licence summary 33
- Guide 7: How to request and withdraw a request for a CoS/CAS allocation increase 38
- Guide 8: How to request a renewal of annual allocation 43

Additional SMS manuals

There are 12 SMS user manuals available, plus two supplementary policy guides for completing a CoS and CAS. The guides are grouped into three categories: common, CAS and CoS. The table below describes the purpose and audience of each manual.

You should read all manuals applicable to your licence before contacting the relevant helpdesk.

Manual reference	Manual title	Type	Purpose	Audience
Manual 1	Introduction to SMS	Common	Use this manual to log into SMS, change your password, manage SMS users and view important messages posted by the Home Office. In addition, this manual explains who should use SMS and for what purpose. The manual features a full introduction to SMS as well as a comprehensive troubleshooting section.	All sponsors
Manual 2	Managing your licence	Common	To help sponsors manage their key personnel, change their licence details, and apply for allocations of CoS/CAS.	All sponsors

Manual 3	Applications, renewals and services	Common	To help sponsors apply for Premium customer service, apply or decline to apply for a Basic Compliance Assessment, renew or decline to renew their sponsor licence and manage action plans.	All sponsors
Manual 4	Creating and assigning CAS	CAS	To help sponsors create and assign individual and batches of CAS.	Sponsors licensed in Tier 4 (General and / or Child)
Manual 4a	Creating a CAS – guide for education sponsors	CAS	This guide contains supplementary information on completing a CAS. Use this guide to determine what information is necessary in each field of the CAS.	Sponsors licensed in Tier 4 (General and / or Child)
Manual 5	Reporting student activity	CAS	To help sponsors report student activity, for example if a student's circumstances change. This manual also contains help with reporting fee updates and adding sponsor notes to CAS that have already been assigned.	Sponsors licensed in Tier 4 (General and / or Child)
Manual 6	Bulk Data Transfer of CAS	CAS	To help sponsors use the bulk data transfer (BDT) functions of SMS. You must have a bespoke IT system in place to use BDT.	Sponsors licensed in Tier 4 (General and / or Child)

Manual 7	Miscellaneous CAS functions	CAS	To help sponsors complete all other functions of CAS, such as managing batches of CAS, managing pre-stored addresses for use when creating CAS, transferring ownership of CAS, printing CAS and exporting CAS.	Sponsors licensed in Tier 4 (General and / or Child)
Manual 8	Creating and assigning CoS	CoS	To help sponsors create and assign individual and batches of CoS.	Sponsors licensed in any Tier 2 or Tier 5 category
Manual 8a	Creating a CoS – guide for business sponsors	CoS	This guide contains supplementary information on completing a CoS. Use this guide to determine what information is necessary in each field of the CoS.	Sponsors licensed in any Tier 2 or Tier 5 category
Manual 9	Reporting worker activity	CoS	To help sponsors report worker activity, for example if a worker's circumstances change. This manual also contains help with adding sponsor notes to CoS that have already been assigned.	Sponsors licensed in any Tier 2 or Tier 5 category
Manual 10	Miscellaneous CoS functions	CoS	To help sponsors complete all other functions of CoS, such as managing batches of CoS, managing pre-stored addresses for use when creating CoS, transferring ownership of CoS, and printing CoS.	Sponsors licensed in any Tier 2 or Tier 5 category

Manual 11	Tier 5 Creative and Sporting groups of CoS	CoS	To help sponsors create and manage groups of CoS. Groups of CoS are only available to sponsors licensed in Tier 5 (Creative and Sporting).	Sponsors licensed in any Tier 2 or Tier 5 category
Manual 12	Restricted CoS	CoS	To help sponsors apply for restricted CoS, track applications for restricted CoS and once granted, create restricted CoS.	Sponsored licensed in Tier 2 (General)

Glossary

SMS	Sponsorship Management System
CoS	Certificate of Sponsorship
CAS	Confirmation of Acceptance for Studies
AO	Authorising Officer
KC	Key Contact
BDT	Bulk Data Transfer
SELT	Secure English Language Test
.XML	Extensible Mark-up Language
.PDF	Portable Document Format
Automation	On 6 April 2014 we introduced new functionality in SMS to automatically renew CoS allocations and to apply changes to your address, or that of your AO and KC. We will write to you if you meet the criteria and automation has been set.

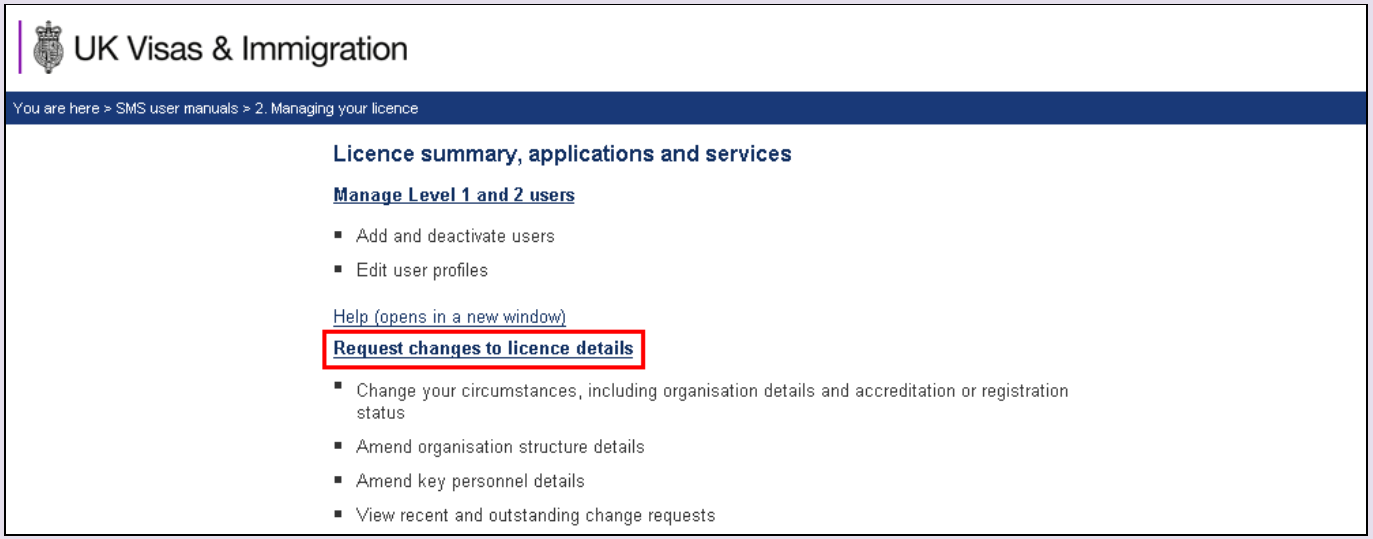
SMS guides

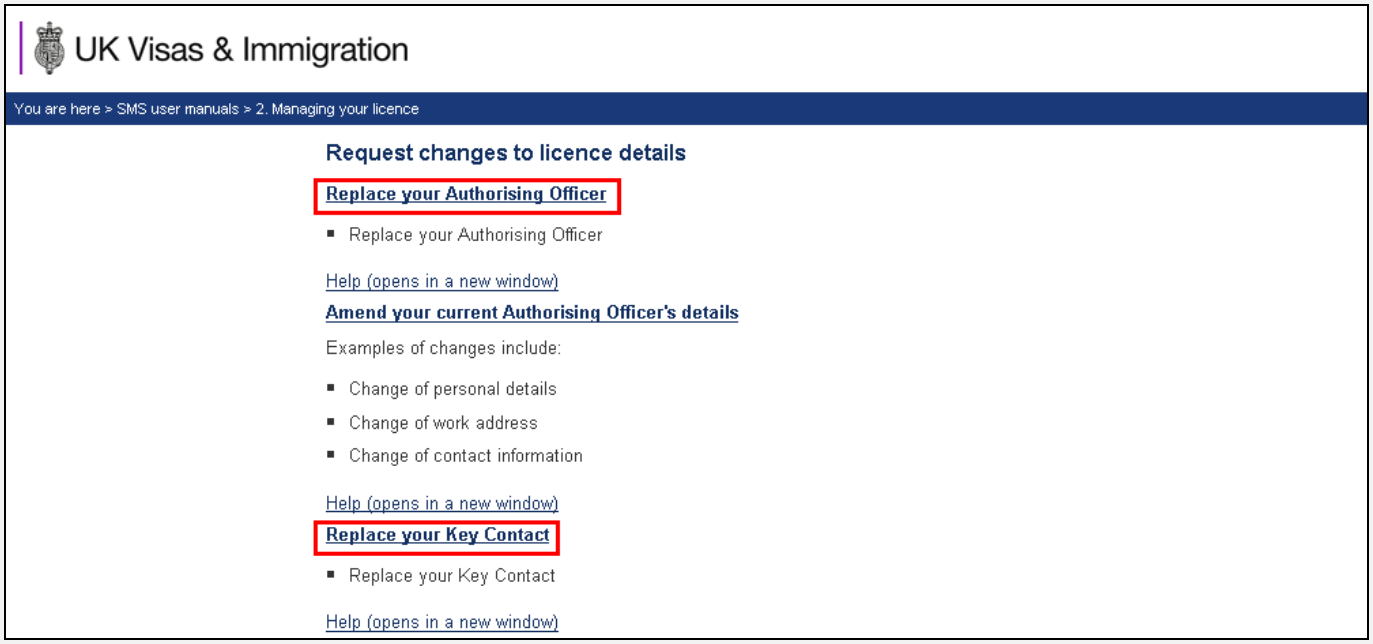
Guide 1: How to replace your AO or KC

Follow the step by step instructions to replace your AO or KC.

You must only use the function to replace an AO or KC if the AO or KC role is to be assumed by a different person. If you want to amend your current AO or KC details you must use the **Amend your current Authorising Officer's details** or **Amend your current Key Contact's details** function.

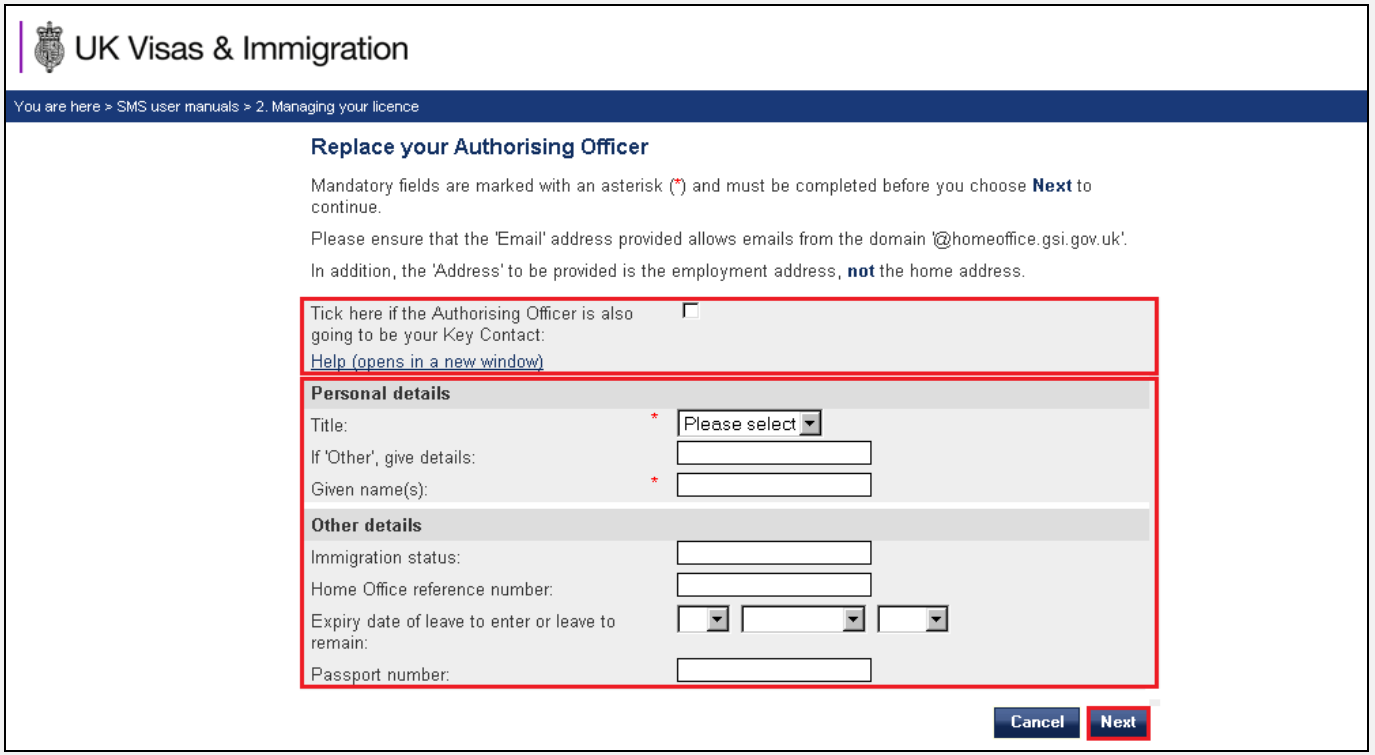
You should read the guidance for sponsors before replacing your AO or KC.

Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request changes to licence details**.	

2	From the **Request changes to licence details** screen, select **Replace your Authorising Officer** or **Replace your Key Contact**.	
Note	If your new AO will also be your KC, you will only need to complete one request. If this is the case, you can use either the **Replace your Authorising Officer** or **Replace your Key Contact** function.	

3

From the **Replace your Authorising Officer** or **Nominate a new Key Contact** screen (depending on the function selected) complete all mandatory fields, then select **Next**.

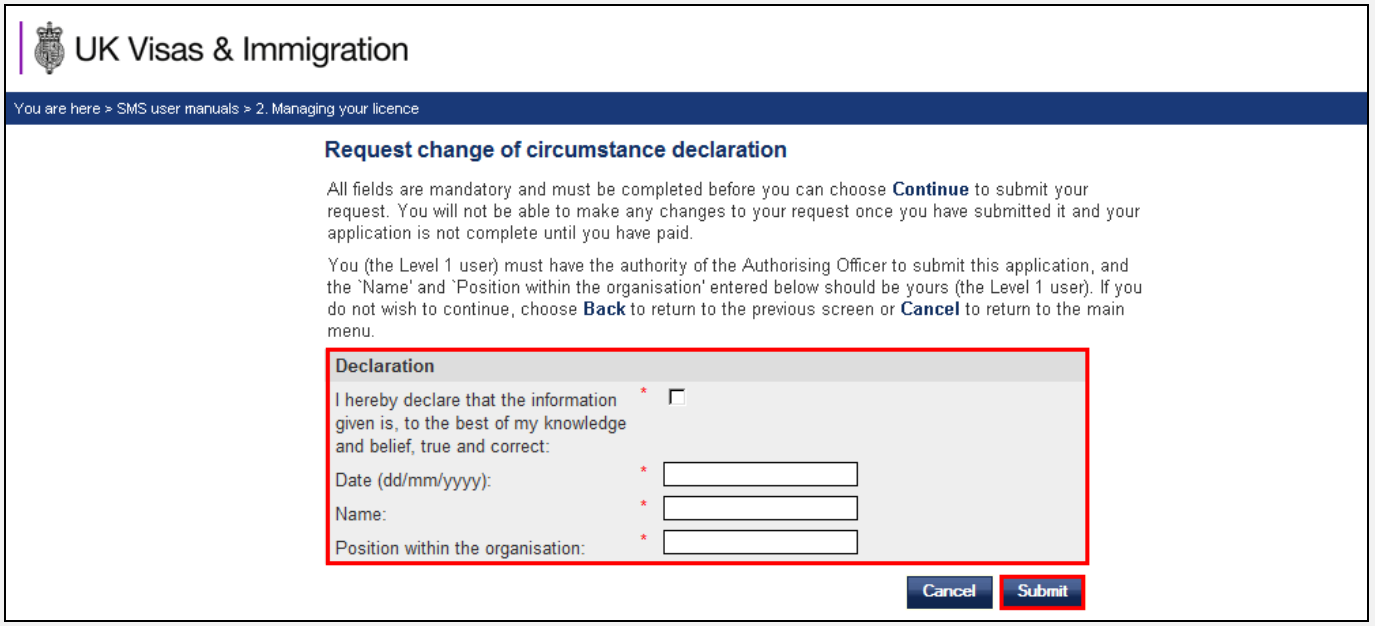


Note

1. If your AO is the same person as your KC, tick the box at the top of the screen. This will mean that you will not have to send separate requests to amend the details for each of these roles.

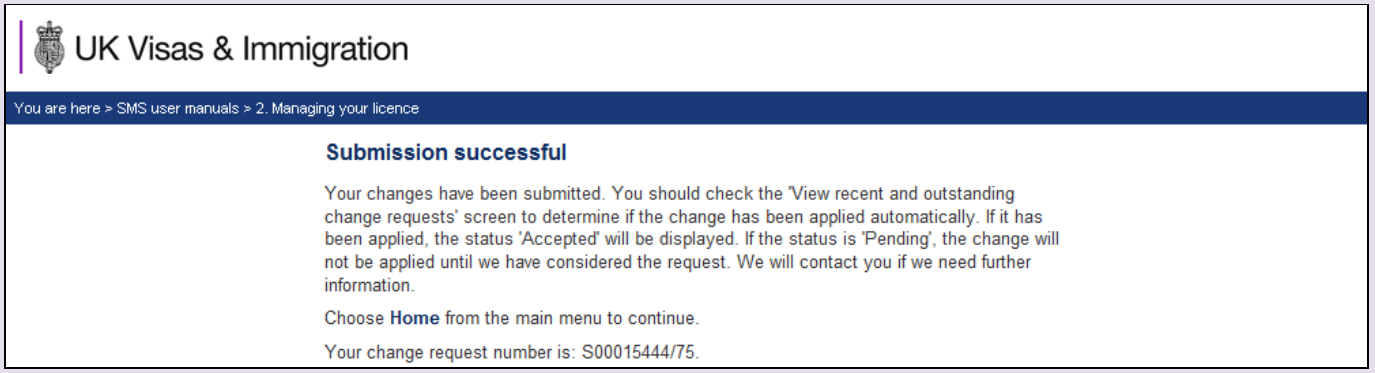
2. The **Address** required is the work address, **not** the person's home address.

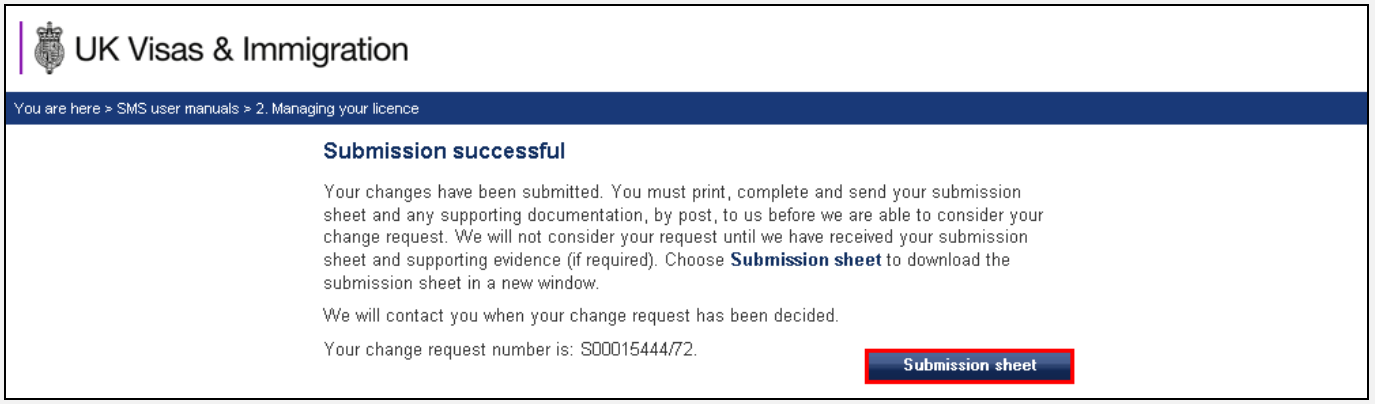
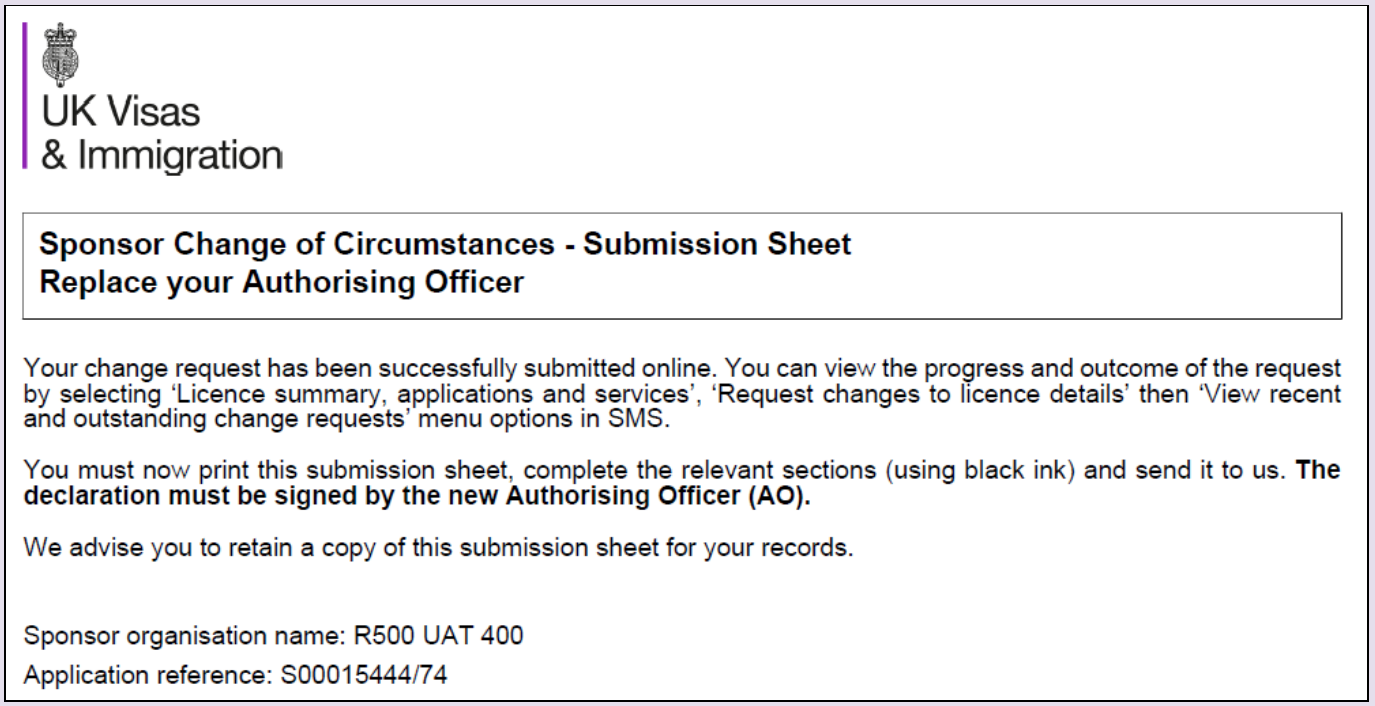
4 From the **Request change of circumstances declaration** screen, complete the date, your name, your position in the organisation and tick the declaration box. When complete, select **Submit**.



5 *Replacing KC:*

From the **Submission successful** screen, make a note of your change request number, then select **Home** from the main menu to continue.



6	*Replacing AO:* From the **Submission successful** screen, select **Submission sheet**.	
7	*Replacing AO*: The submission sheet should be printed, completed and the original signed version posted to us at the stated address, within the time period indicated.	

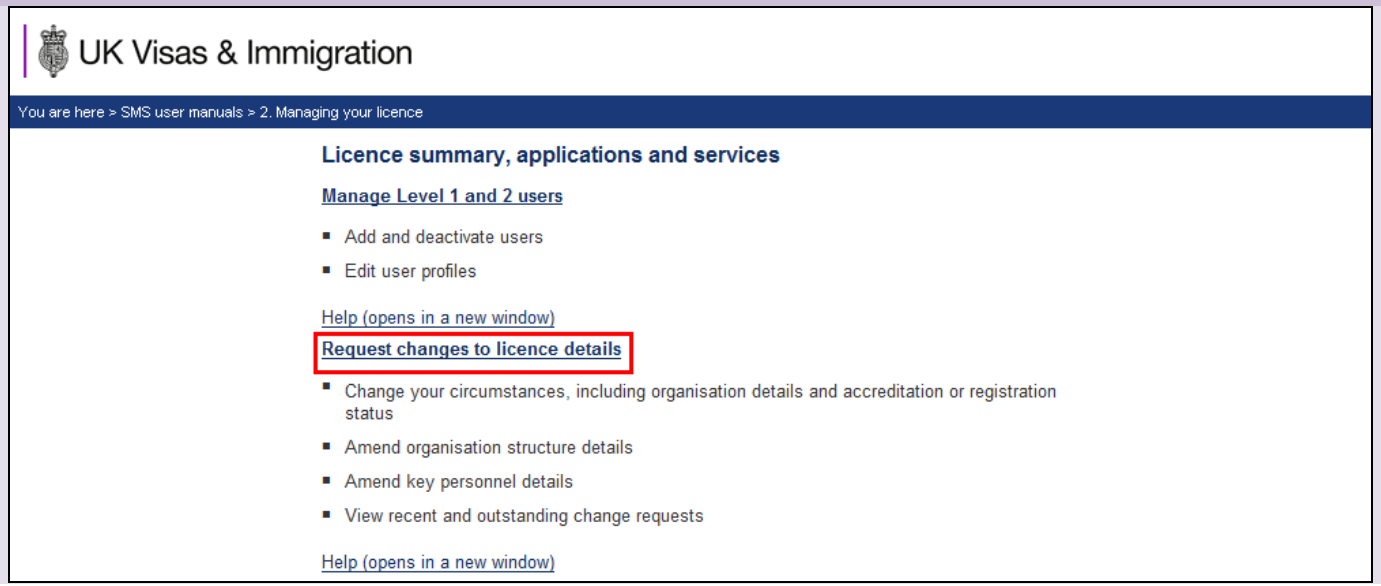
Guide 2: How to amend details of your current AO or KC

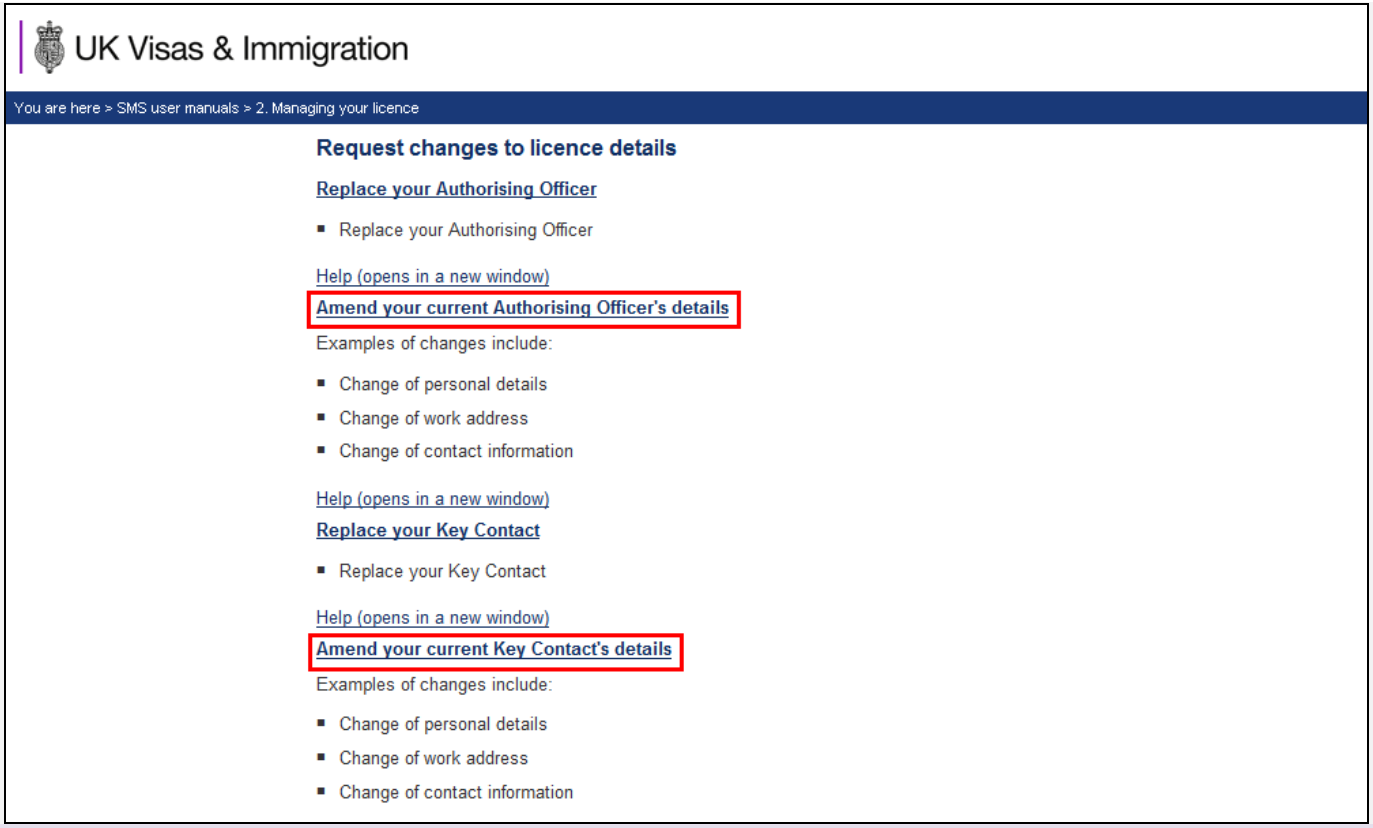
Follow the step by step instructions to amend the details of your current AO or KC.

On 6 April 2014 we introduced new functionality in SMS to automatically apply changes to the address of your existing AO and KC. If you meet the criteria, changes will be applied immediately and the new details will be instantly visible on SMS. We will write to you if you meet the criteria and automation has been granted.

You must only use these functions to amend the details of your current AO or KC. If you wish to replace your current AO or KC you must use the **Replace your Authorising Officer** or **Replace your Key Contact** function.

You should read the guidance for sponsors before amending details of your AO or KC.

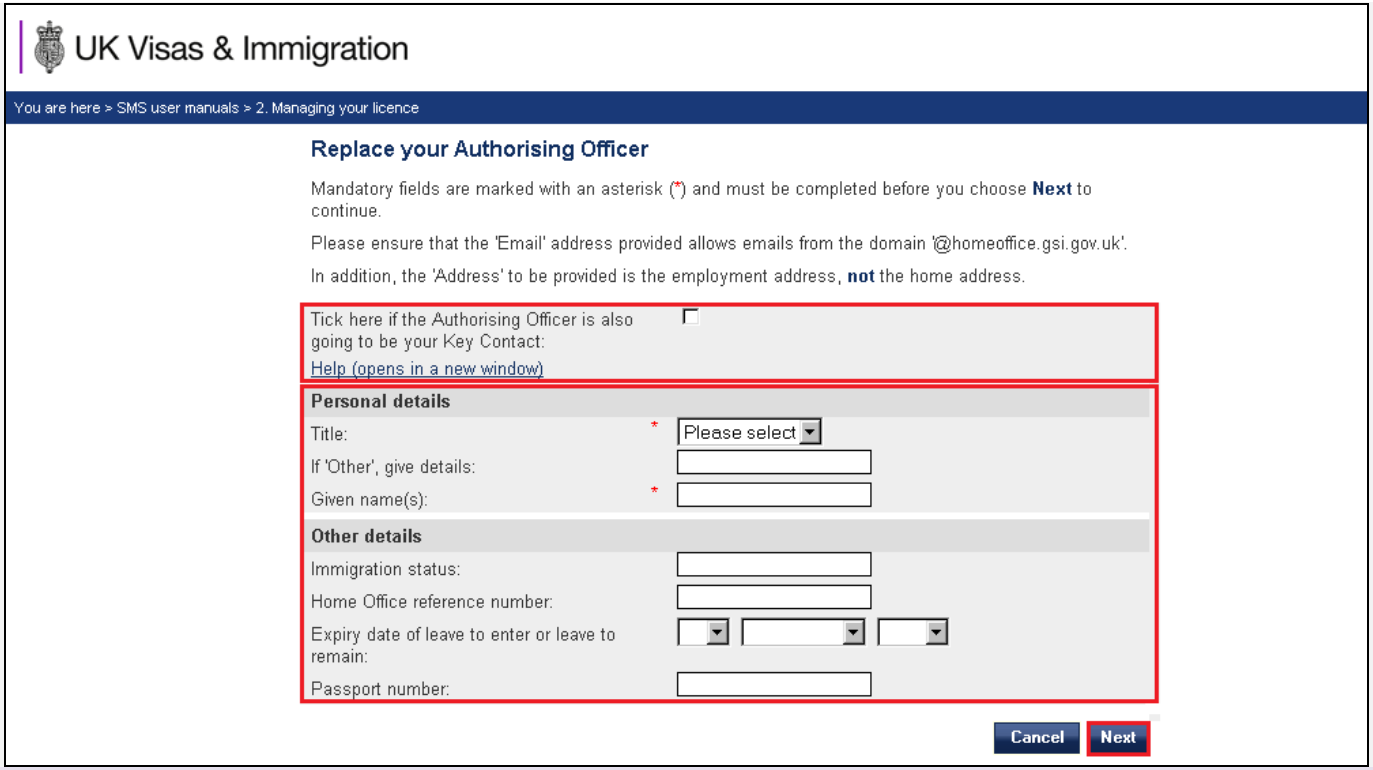
Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request changes to licence details**.	

2	From the **Request changes to licence details** screen, select **Amend your current Authorising Officer's details** or **Amend your current Key Contact's details**, as required.	

Note	If your AO is also your KC, you will only need to complete one request. In this case, you can use either the **Amend your current Authorising officer's details** or **Amend your current Key Contact's details** function.

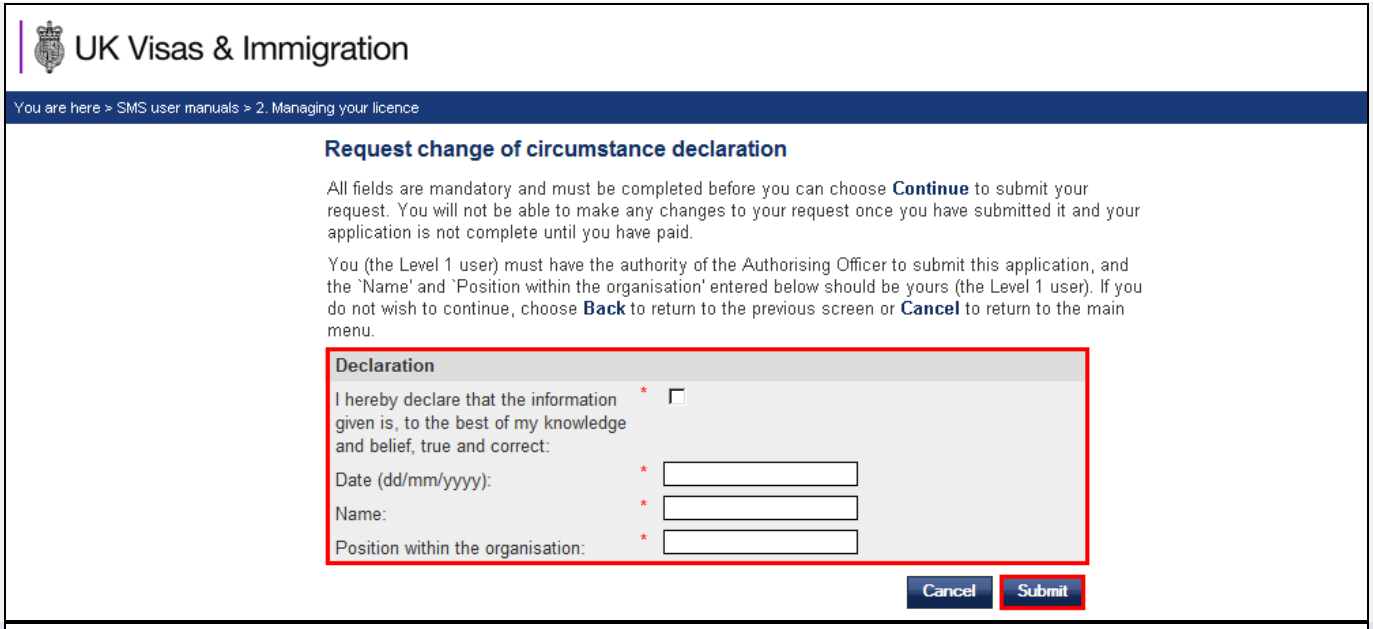
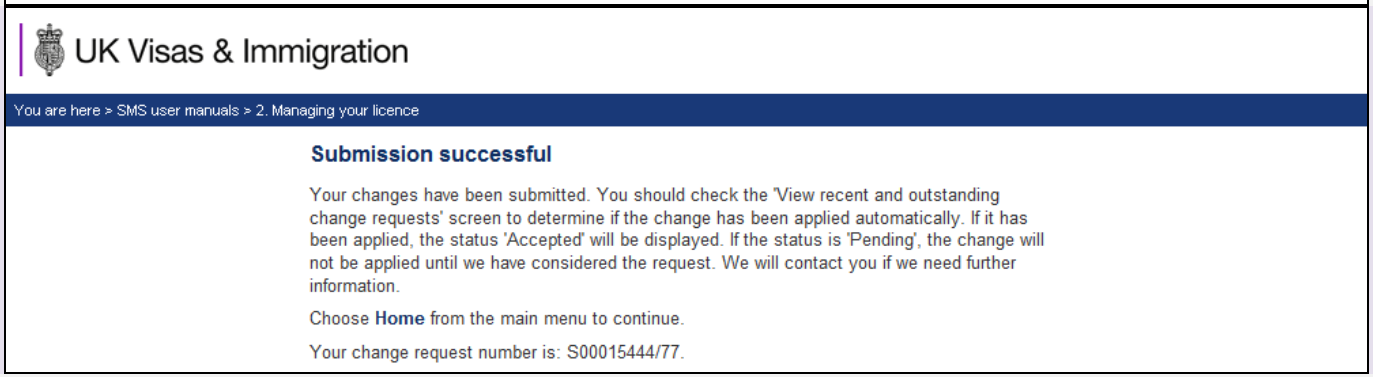
From the **Amend your current Authorising Officer's details** screen, only complete the fields where details have changed. When complete, select **Next**.

3 For example, if the telephone number has changed, only complete that field. If any part of the address has changed, you will need to complete all the address fields including city or town, county and postcode.



Note

1. If your AO is the same person as your KC, tick the box at the top of the screen, as indicated above. This means that you will not have to send separate requests to amend the details for each of these roles. Furthermore, the **Address** required is the work address, **not** the person's home address.
2. As a security measure, you will not be allowed to change the family name and date of birth in the same request, as this indicates a different person is assuming the role. If you wish to do this, you should use the **Replace Authorising Officer** or **Replace Key Contact** function.

4	From the **Request change of circumstances declaration** screen, complete the date, your name, your position in the organisation and tick the declaration box. When complete, select **Submit**.	
5	The **Submission successful** screen will now be displayed. Select **Home** from the main menu to continue.	

Note To determine if the change has been applied instantly, you should check the **View recent and outstanding change requests** screen. If the request has been automatically applied, the status ‘Accepted’ will be displayed. If the status is ‘Pending’ the change has not been applied automatically.

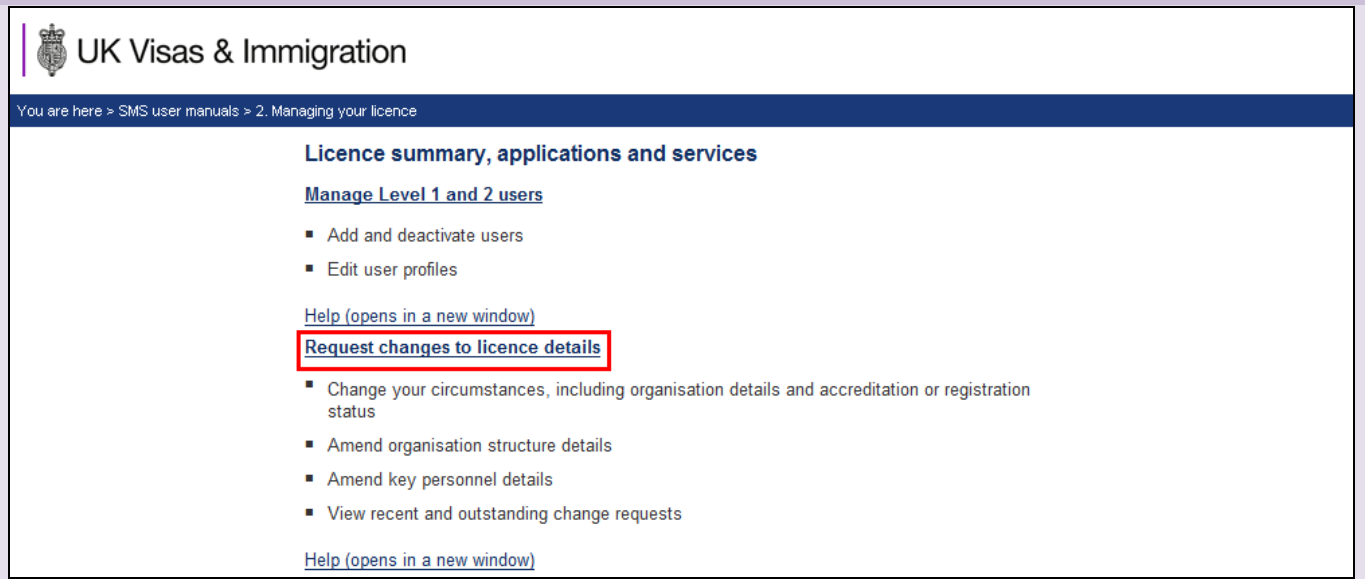
Guide 3: How to amend your details

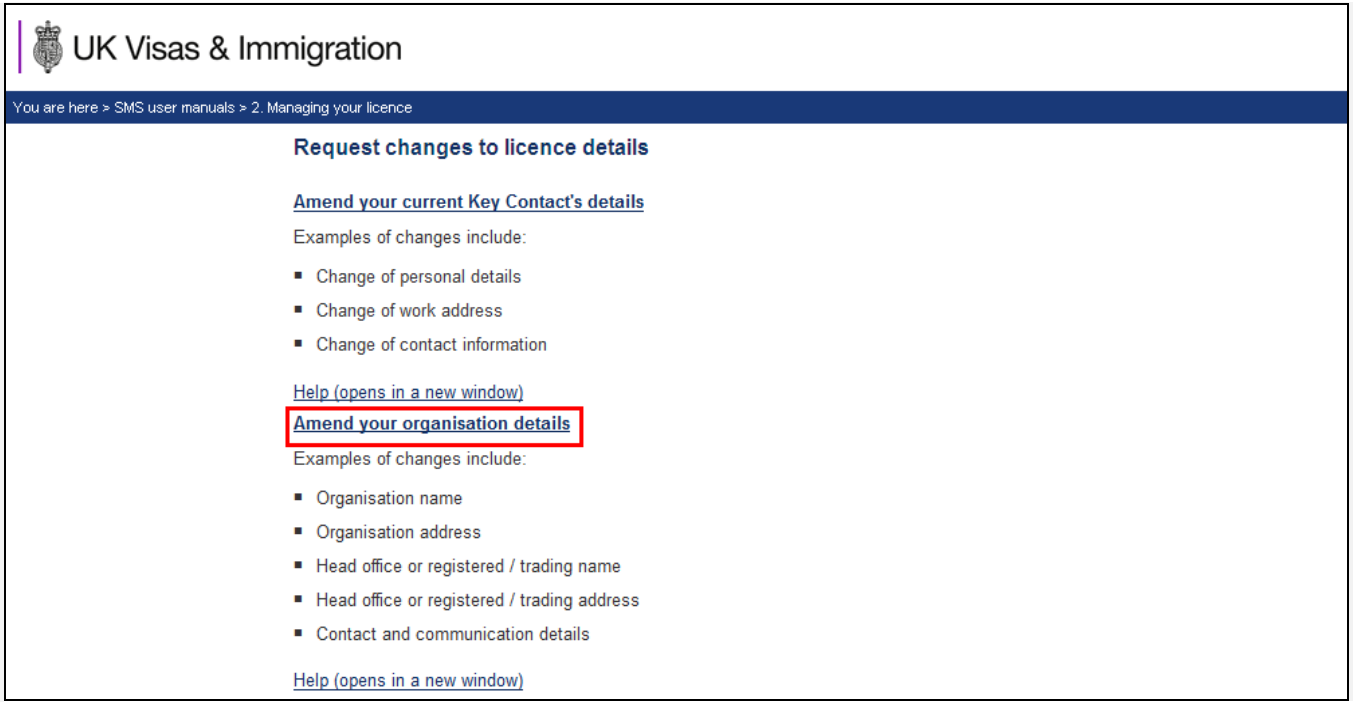
Follow the step by step instructions to amend your details.

On 6 April 2014 we introduced new functionality in SMS to automatically apply changes to the address of your organisation. If you meet the criteria, changes will be applied immediately and the new details will be instantly visible on SMS. We will write to you if you meet the criteria and automation has been granted.

This function can be used to notify us of changes to your details, such as changes to your address and/or organisation name.

You should read the guidance for sponsors before amending your licence details.

Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request changes to licence details**.	

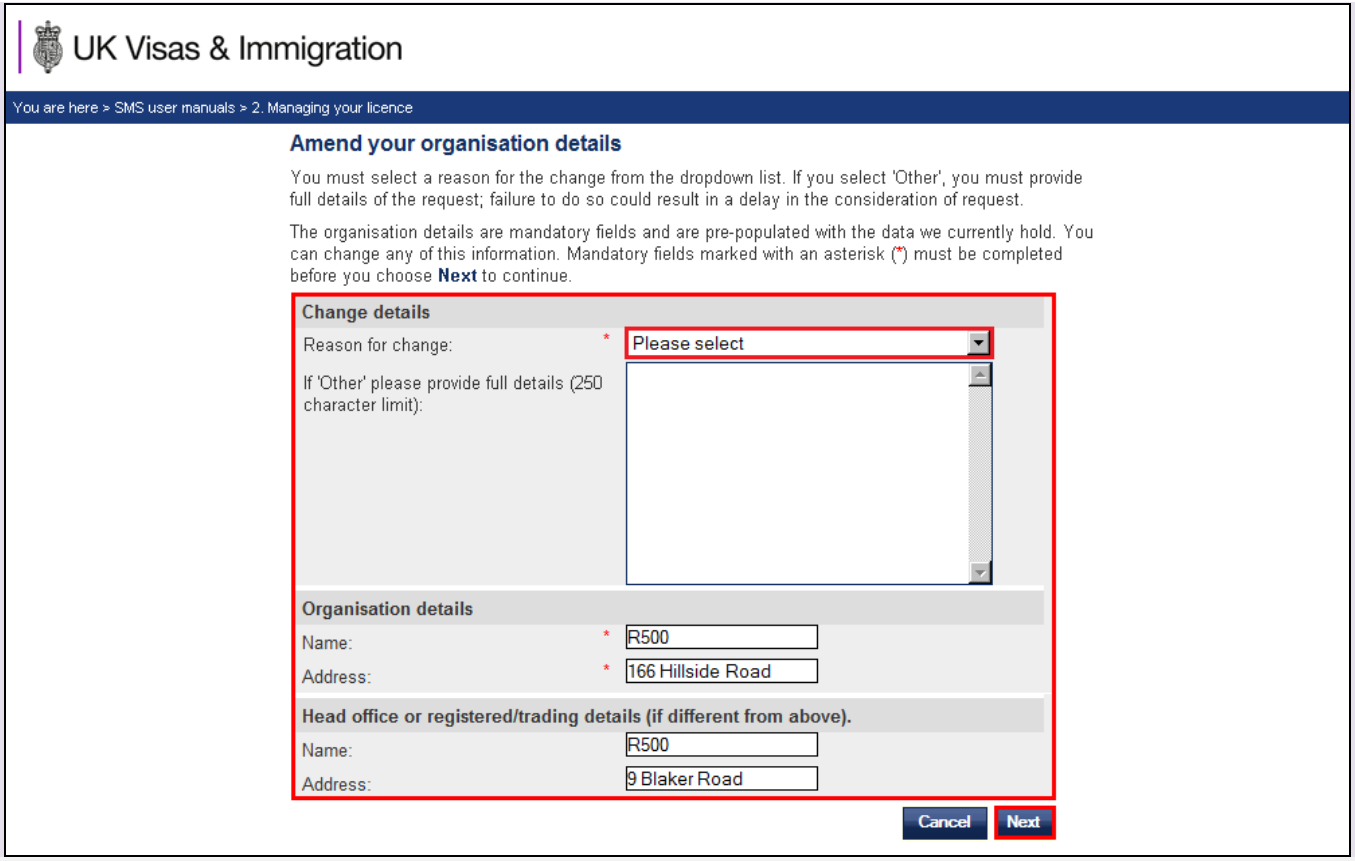
2	From the **Request changes to licence details** screen, select **Amend your organisation details**.	

3

From the **Amend your organisation details** screen, select the relevant reason from the **Reason for change** drop-down and provide details of the change in the text box.

Your current organisation details, which appear on your sponsor licence, are pre-populated on this screen.

Make the necessary changes to your organisation details, then select **Next**.

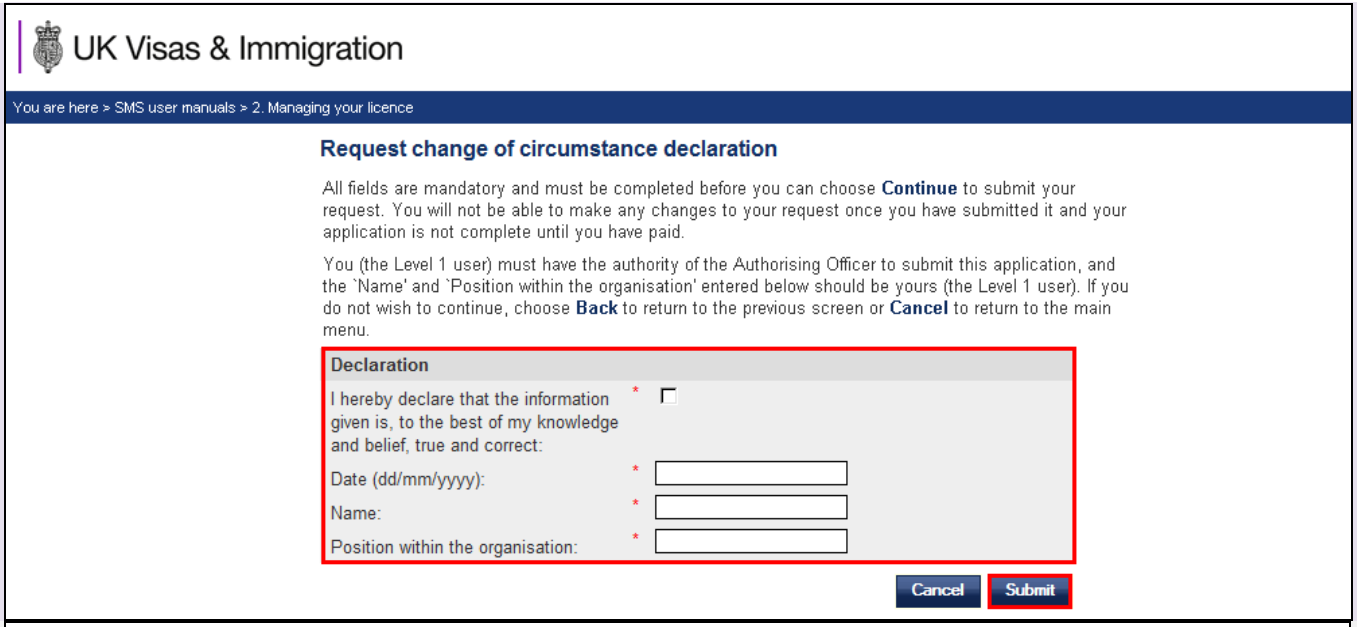


Note

The change will only be automatically applied if we have already written to you to confirm this and you choose an acceptable reason from the **Reason for change** drop-down menu. Acceptable reasons are as follows:

- Rebranding
- Office or branch closed
- Downsized business premises
- Expanded business premises
- Lease expired
- Royal Mail postcode changes
- Moved to new premises

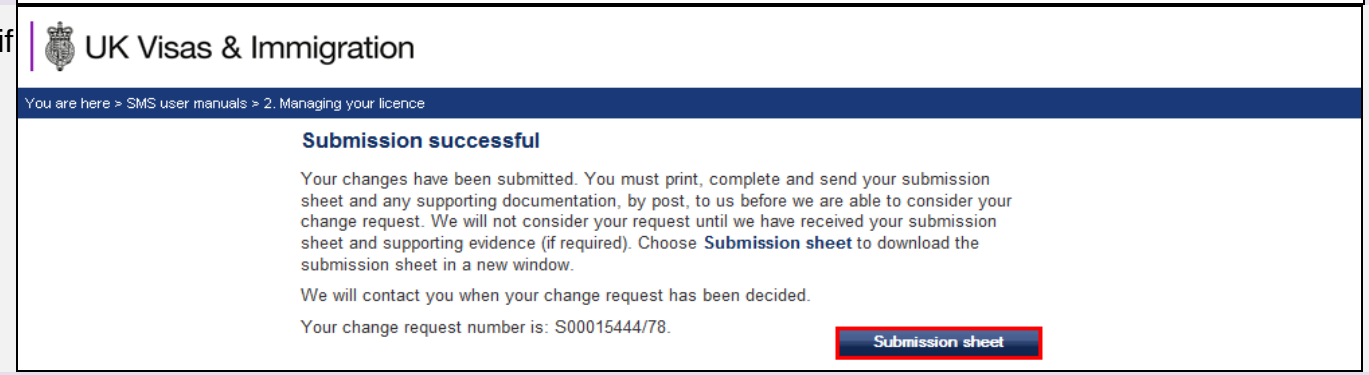
4 From the **Request change of circumstances declaration** screen, complete the date, your name, your position in the organisation and tick the declaration box. When complete, select **Submit**.



The changes have been submitted and if applied automatically, can be viewed on the **Licence summary** screen.

5 **IMPORTANT:**

In all circumstances the submission sheet must be submitted to us for review. Select **Submission sheet**.



Note

1. Changes to telephone number, email, web address are applied automatically for every sponsor.
2. If you are set to receive automated changes to your address and an appropriate reason for the change was selected, changes to the address are also applied automatically, but we will also review the changes and you must send us a completed submission sheet with any required evidence.

6	The submission sheet should be printed, completed and the signed original version sent together with all required supporting evidence to us at the stated address, within the time period indicated.	UK Visas & Immigration **Sponsor Change of Circumstances - Submission Sheet** **Amend your organisation details** Your change request has been successfully submitted online. You can view the progress and outcome of the request by selecting the 'Licence summary, applications and services', 'Request changes to sponsor details' then 'View recent and outstanding change requests' menu options in SMS. You must now print this submission sheet and complete the relevant sections (using black ink) and send it to us. We advise you to retain a copy of this submission sheet for your records. Sponsor organisation name: R500 Application reference: S00015444/78 Date submitted: 28 February 2014 **Details of change** Organisation name: R500 Organisation address: 166 Lakeside Place Brighton UNITED KINGDOM BN3 1EE

Guide 4: How to request other changes to your details

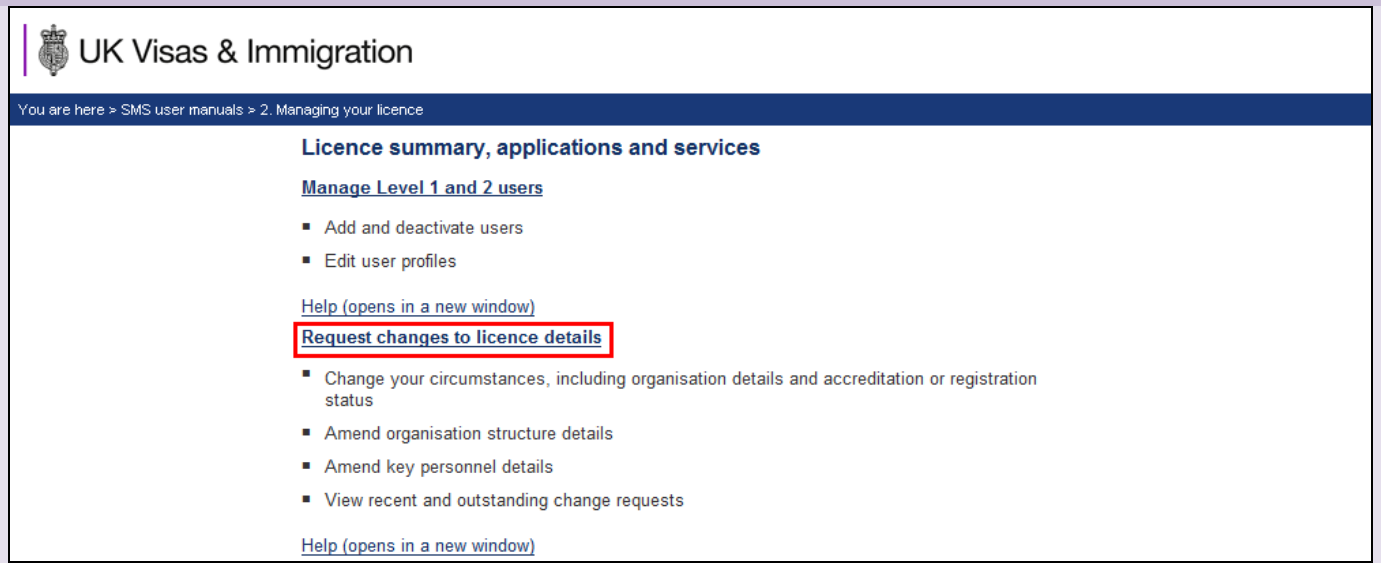
Follow the step by step instructions to request others changes (not listed in the guide above) to your details.

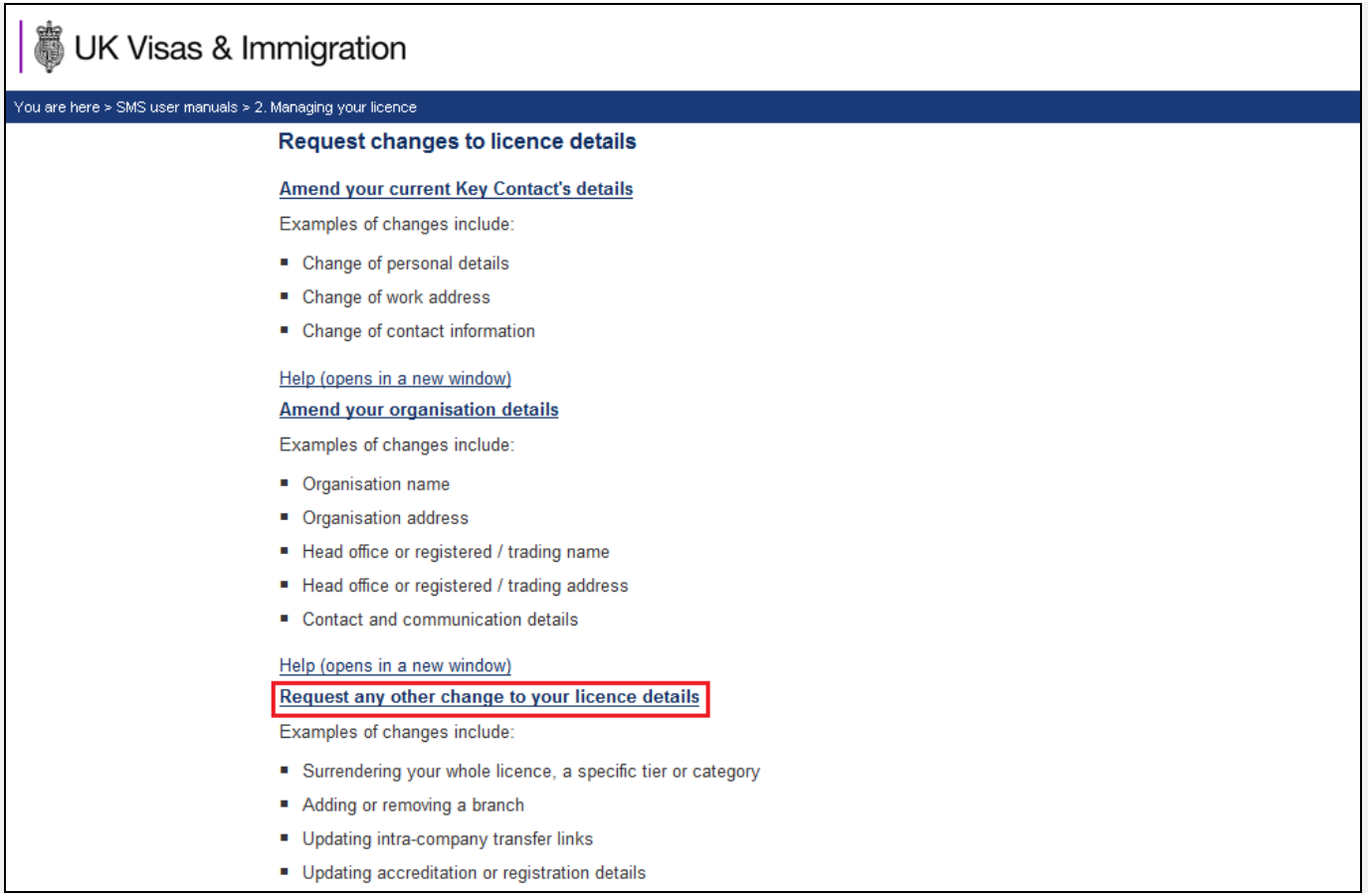
You should use this function to surrender your whole licence or in specific categories. You can also use this function for other changes to your licence including:

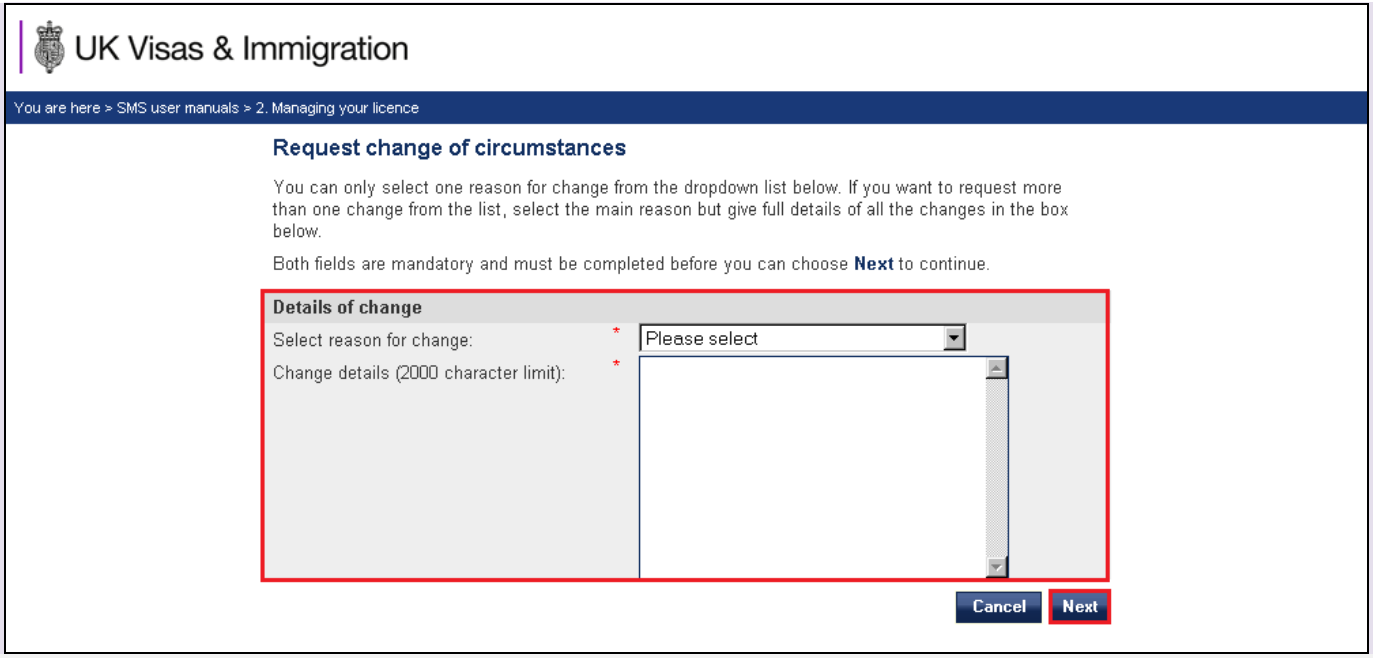
- changes which result in you coming under new ownership;
- appointing, removing or amending a representative;
- adding or removing a branch, site, linked entity or partner intuition
- changes to registration status or body;
- changes to inspection status or body, sporting body endorsement renewal; or
- any other change not listed above.

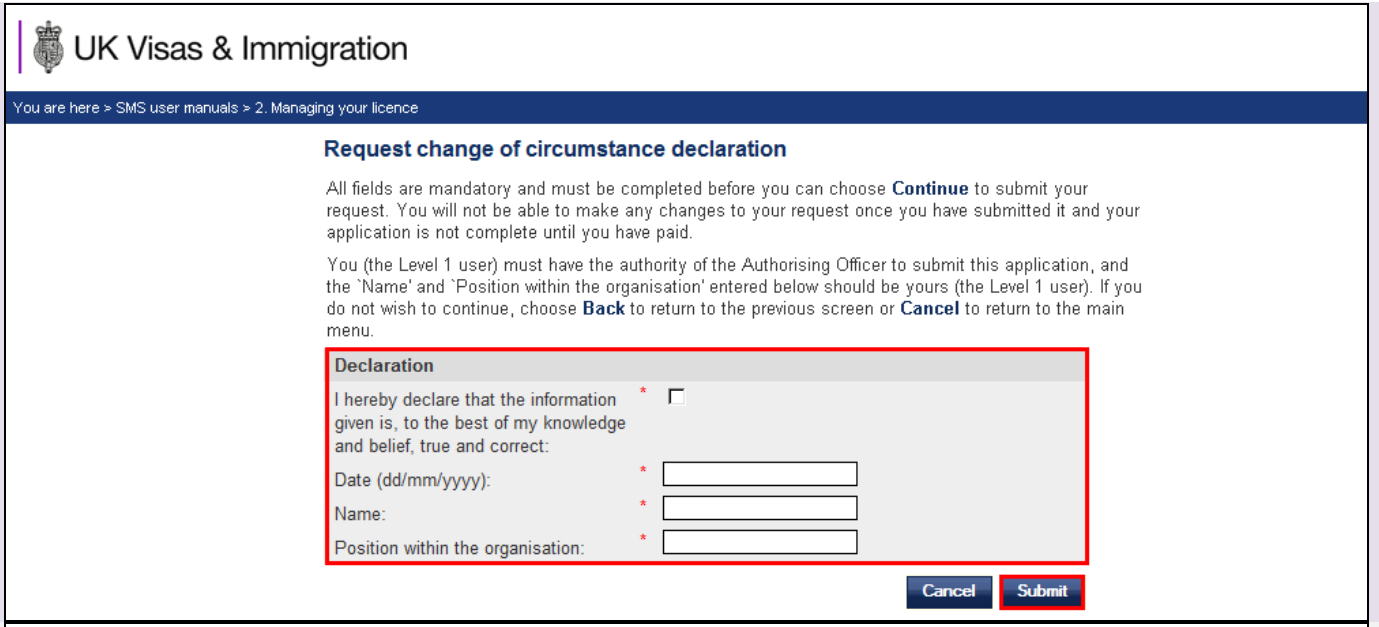
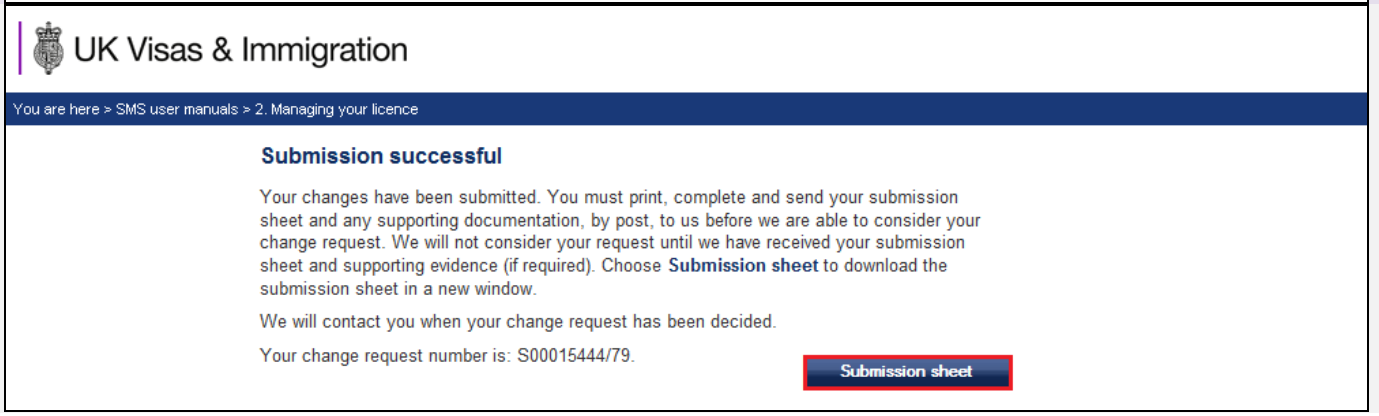
This function must only be used to request changes that cannot be notified using the **Amend your licence details**, **Amend your current Authorising Officer**, **Amend you current Key Contact**, **Replace your Key Contact** and **Replace your Authorising Officer** functions.

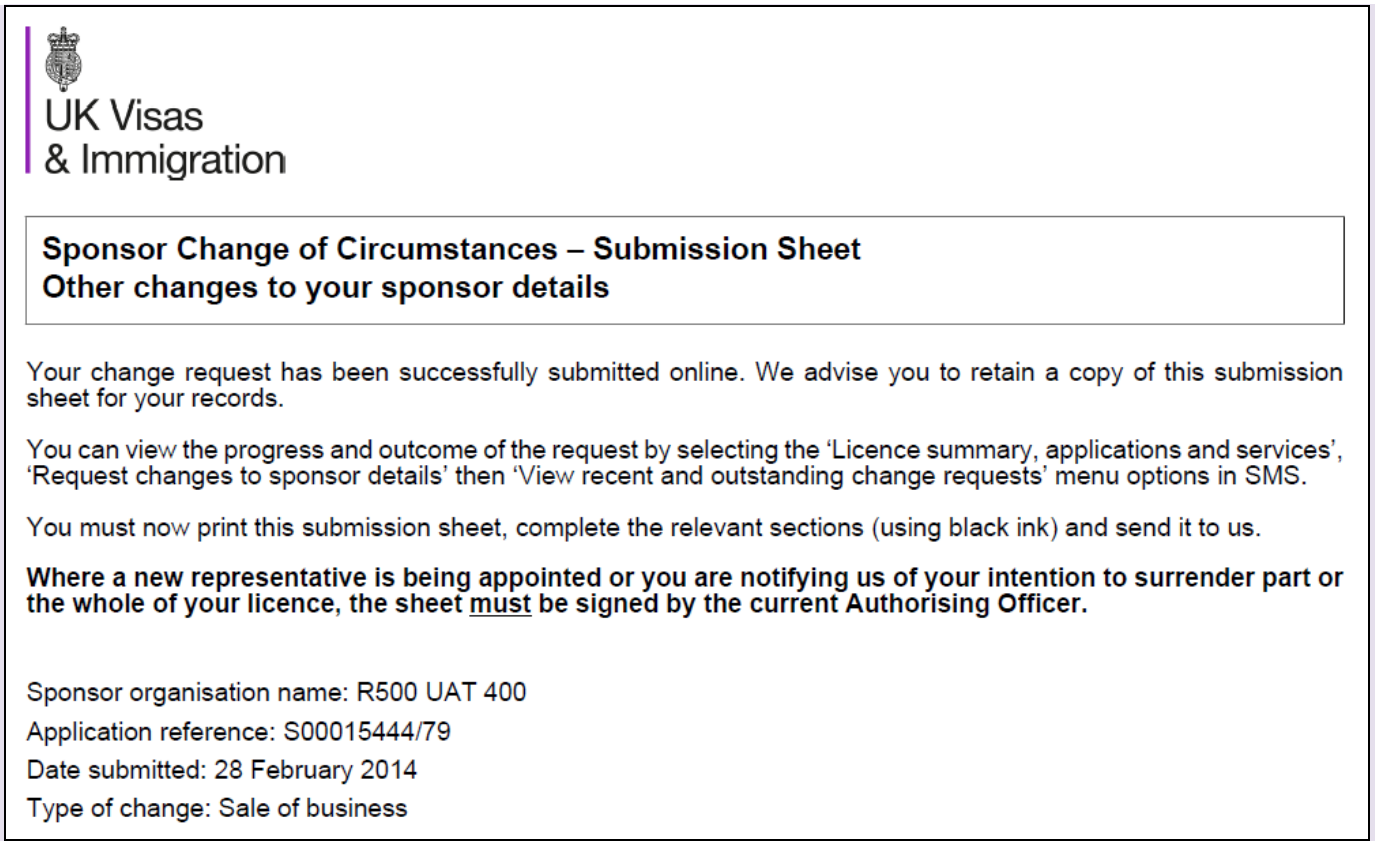
You should read the guidance for sponsors before surrendering your licence or requesting other changes to your details.

Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request changes to licence details**.	

2	From the **Request changes to licence details** screen, select **Request any other change to your licence details**.	

3	From the **Request change of circumstances** screen, select the appropriate reason for change from the **Select reason for change** drop-down list. In the **Change details (2000 character limit)** field, provide full details of the request, then select **Next**.	
Note	You must only notify us of one change per change request. If you want to report multiple changes, you must submit a separate request for each change.	

4	From the **Request change of circumstance declaration** screen, complete the date, your name, your position in the organisation and tick the declaration box. When complete, select **Submit**.	
5	The **Submission successful** screen, select **Submission sheet**.	

6	The submission sheet must be printed, completed and the signed original version sent together with all required supporting evidence to us at the stated address, within the time period indicated.	

UK Visas
& Immigration

Sponsor Change of Circumstances – Submission Sheet
Other changes to your sponsor details

Your change request has been successfully submitted online. We advise you to retain a copy of this submission sheet for your records.

You can view the progress and outcome of the request by selecting the 'Licence summary, applications and services', 'Request changes to sponsor details' then 'View recent and outstanding change requests' menu options in SMS.

You must now print this submission sheet, complete the relevant sections (using black ink) and send it to us.

Where a new representative is being appointed or you are notifying us of your intention to surrender part or the whole of your licence, the sheet must be signed by the current Authorising Officer.

Sponsor organisation name: R500 UAT 400
Application reference: S00015444/79
Date submitted: 28 February 2014
Type of change: Sale of business

Guide 5: How to view and withdraw recent and outstanding requests

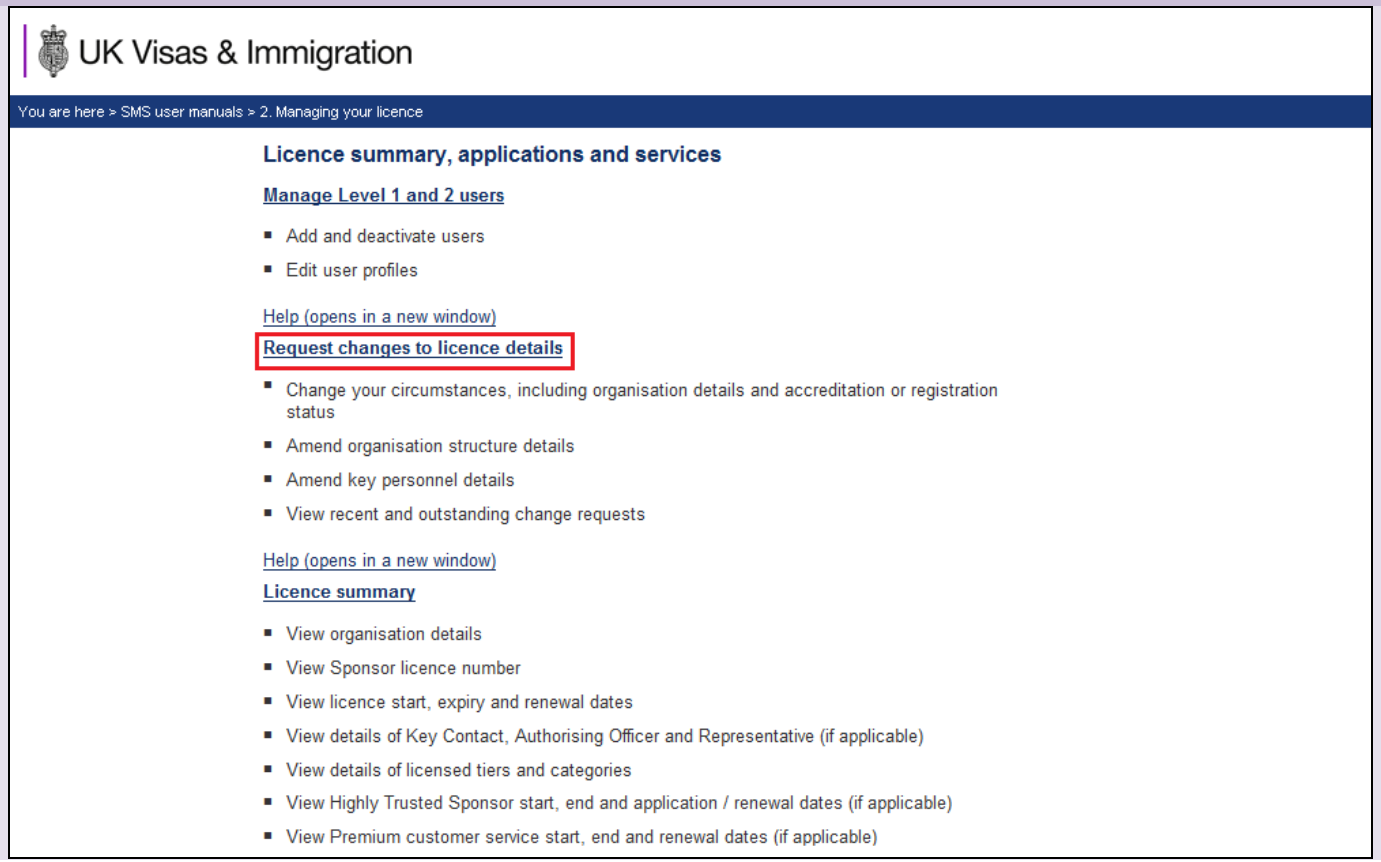
Follow the step by step instructions to view and withdraw a change of circumstances request.

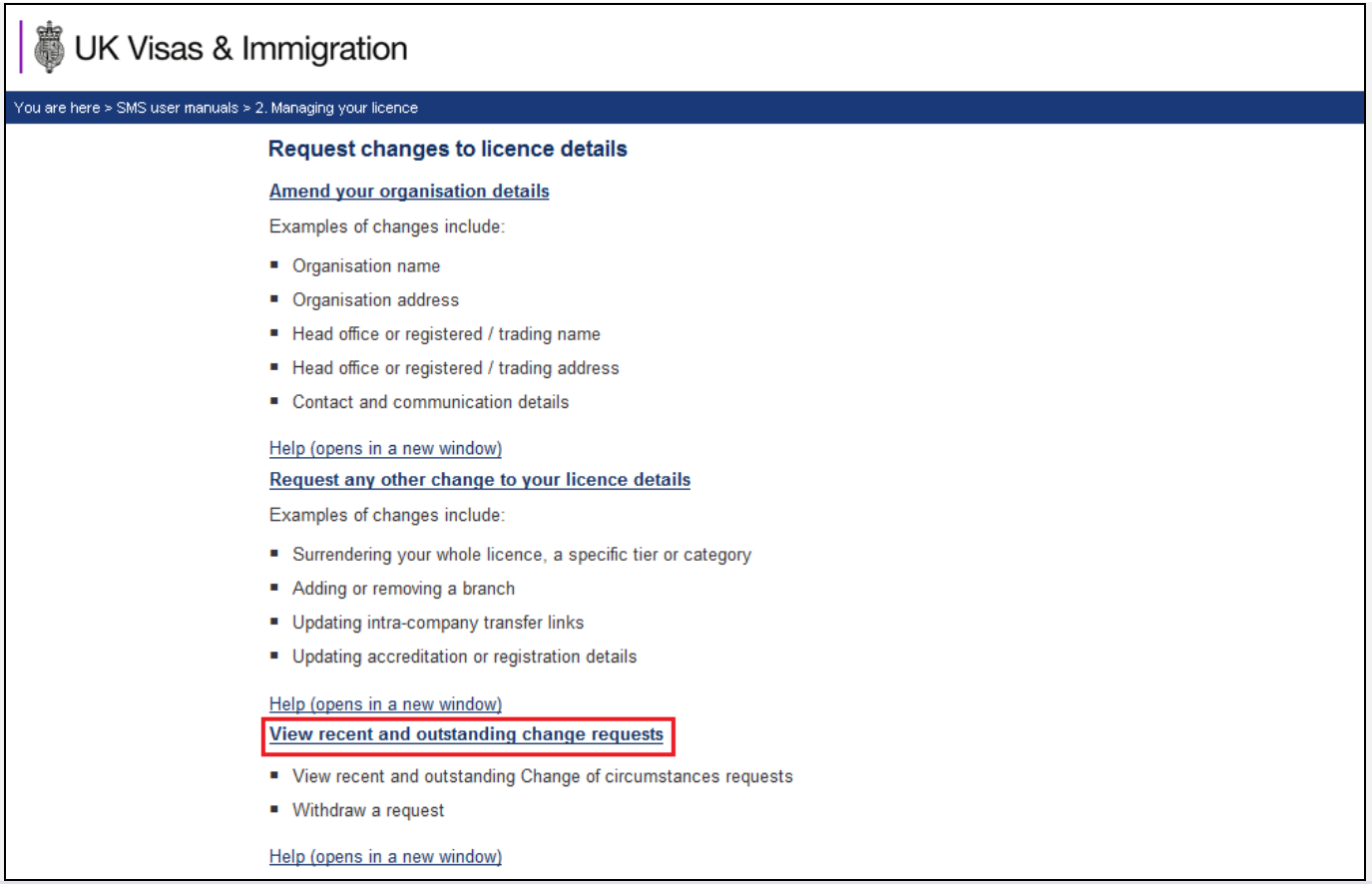
Change requests can only be submitted, viewed and withdrawn by Level 1 users. Any Level 1 user can view and withdraw a request submitted by any other Level 1 user.

The withdraw option is only available up to the point at which we start considering your change request. Once we have started considering your request, this option is no longer available. Also, the withdraw function does not apply to changes that take effect automatically. If these changes are no longer necessary, a new application for change must be submitted to reverse the original change.

Change of circumstances requests that can be withdrawn (subject to the above conditions) are:

- replace your AO;
- amend your current AO's details;
- replace your KC;
- amend your current KC's details;
- amend your organisation details; and
- request any other change to your licence details.

Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request changes to licence details**.	

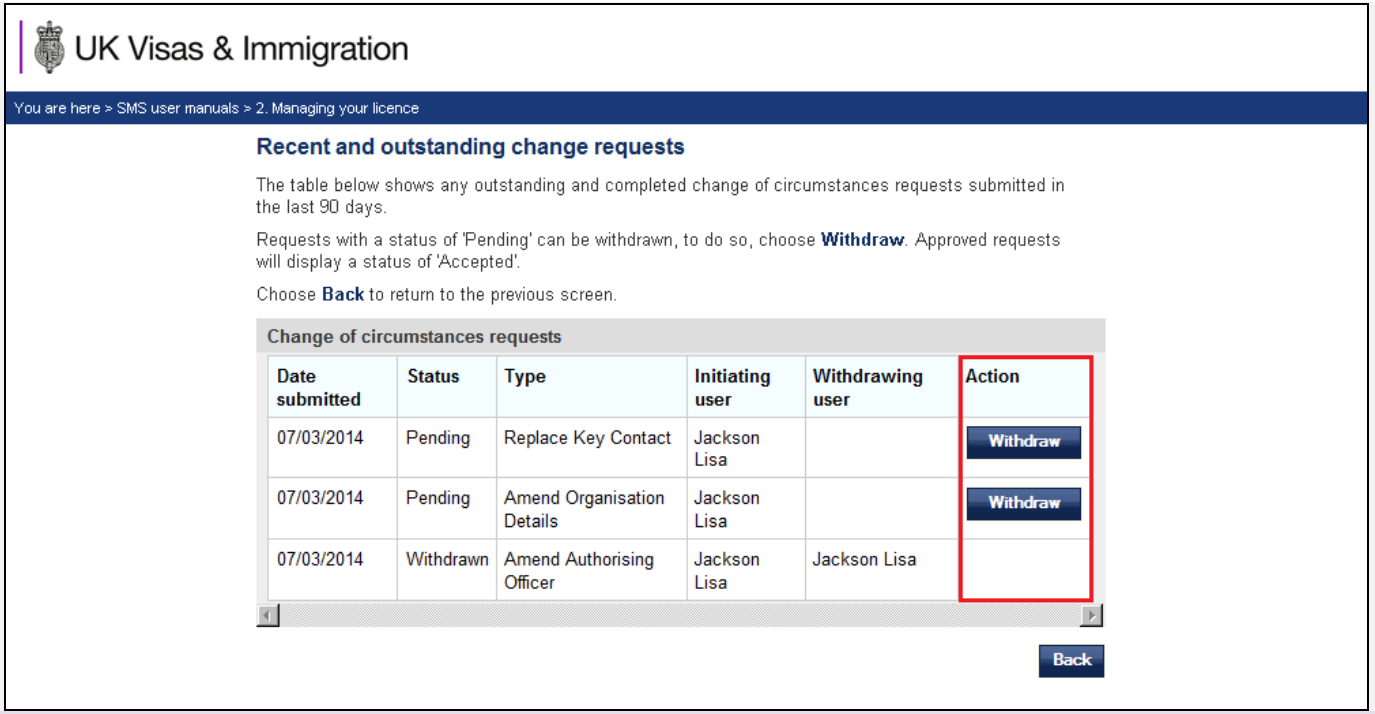
2	From the **Request changes to licence details** screen, select **View recent and outstanding change requests**.	

Note	The **View recent and outstanding change requests** menu item is not visible if you have not submitted any requests for changes of circumstances in the last three months.

The **Recent and outstanding change requests** screen shows requests submitted within the last three months (up to a maximum of 50 items).

3 Definitions of the different statuses that can apply are given below.

If you wish to withdraw a change of circumstances request that you have submitted recently, choose **Withdraw**.



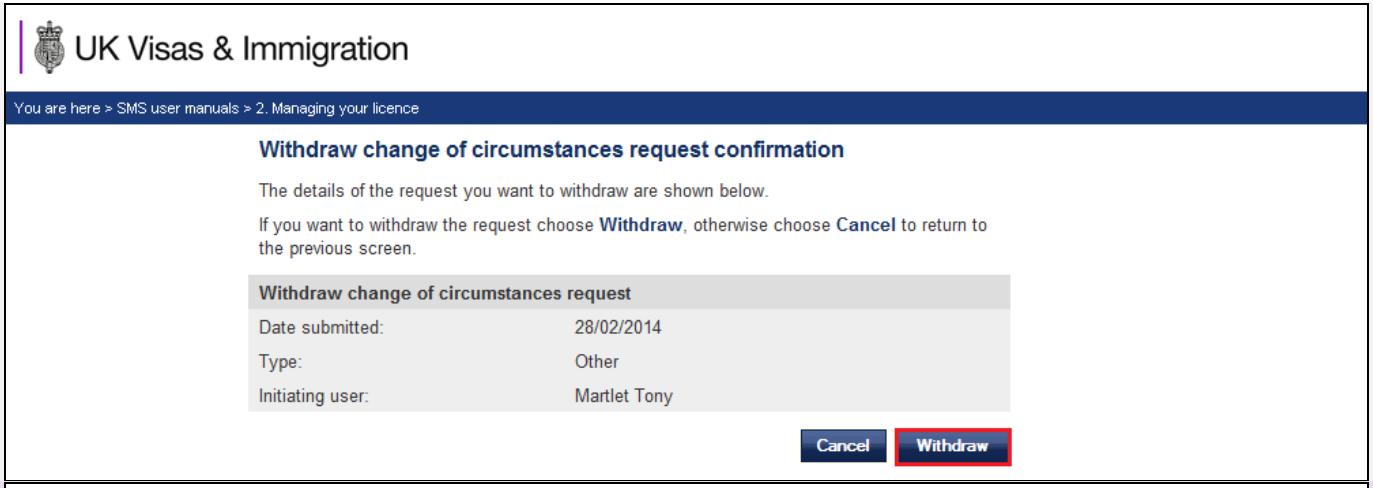
Definitions:

Note

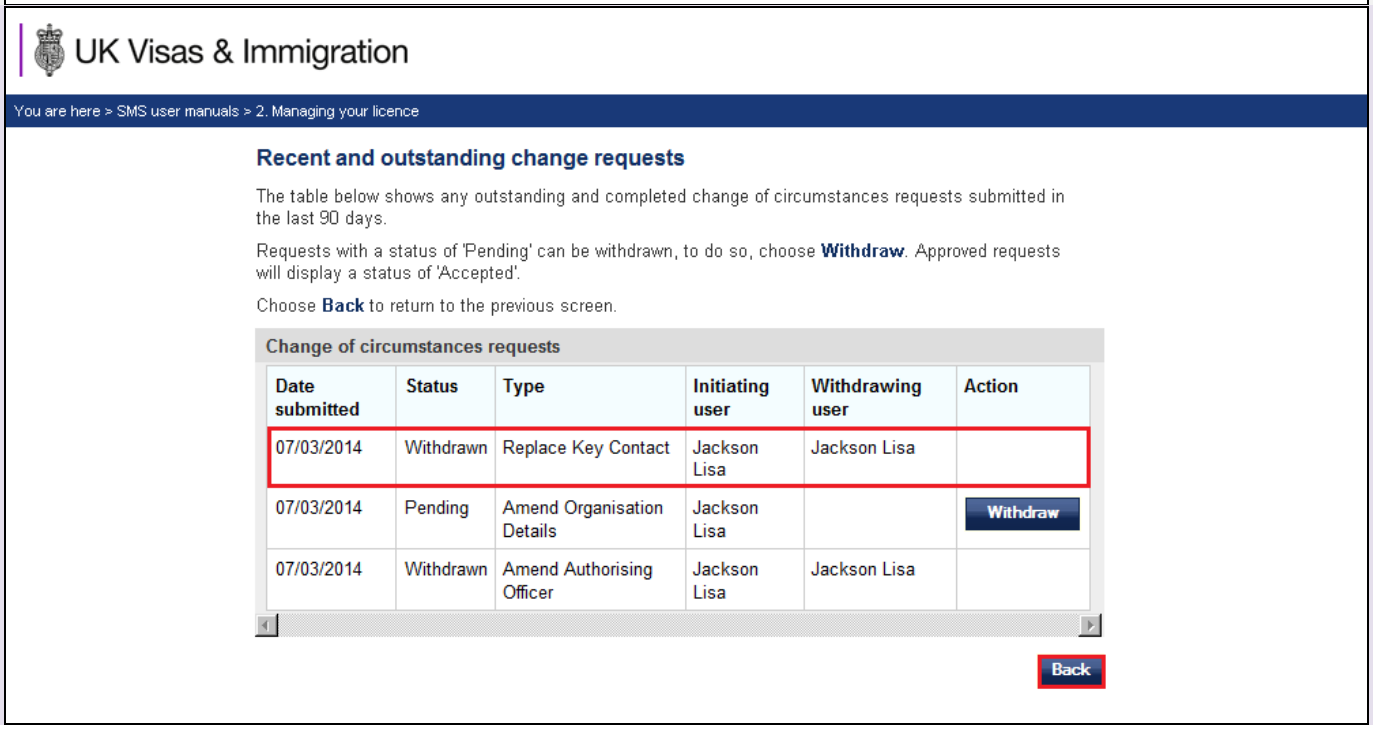
- **Pending**: the request has been submitted to us but consideration has not yet begun; this request therefore can be withdrawn.
- **Progress**: we have begun to consider your change request; this request therefore cannot be withdrawn.
- **Accepted**: this request has been considered and approved by us, or applied automatically; amended details will be displayed in the **Licence summary** screen (where applicable).
- **Refused**: this request has been considered but refused, for example where a signed submission sheet has not been received as required.
- **Withdrawn**: you have withdrawn the change request before we have begun consideration.

4 From the **Withdraw change of circumstances request confirmation** screen, choose **Withdraw** to complete the process.

If you do not wish to withdraw the request, select **Cancel**.



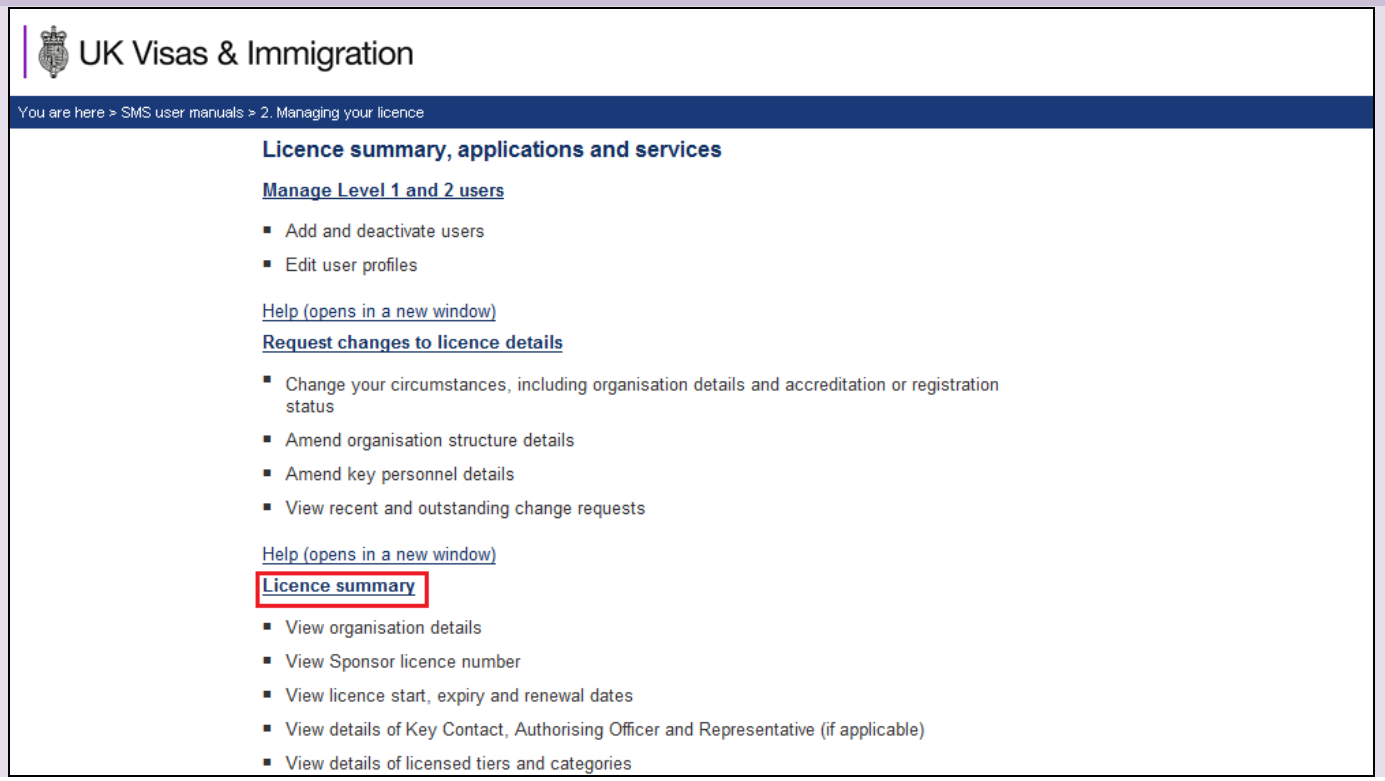
5 From the **Recent and outstanding change requests** screen, you can see that the request has been withdrawn and the *Withdrawing user* is displayed.

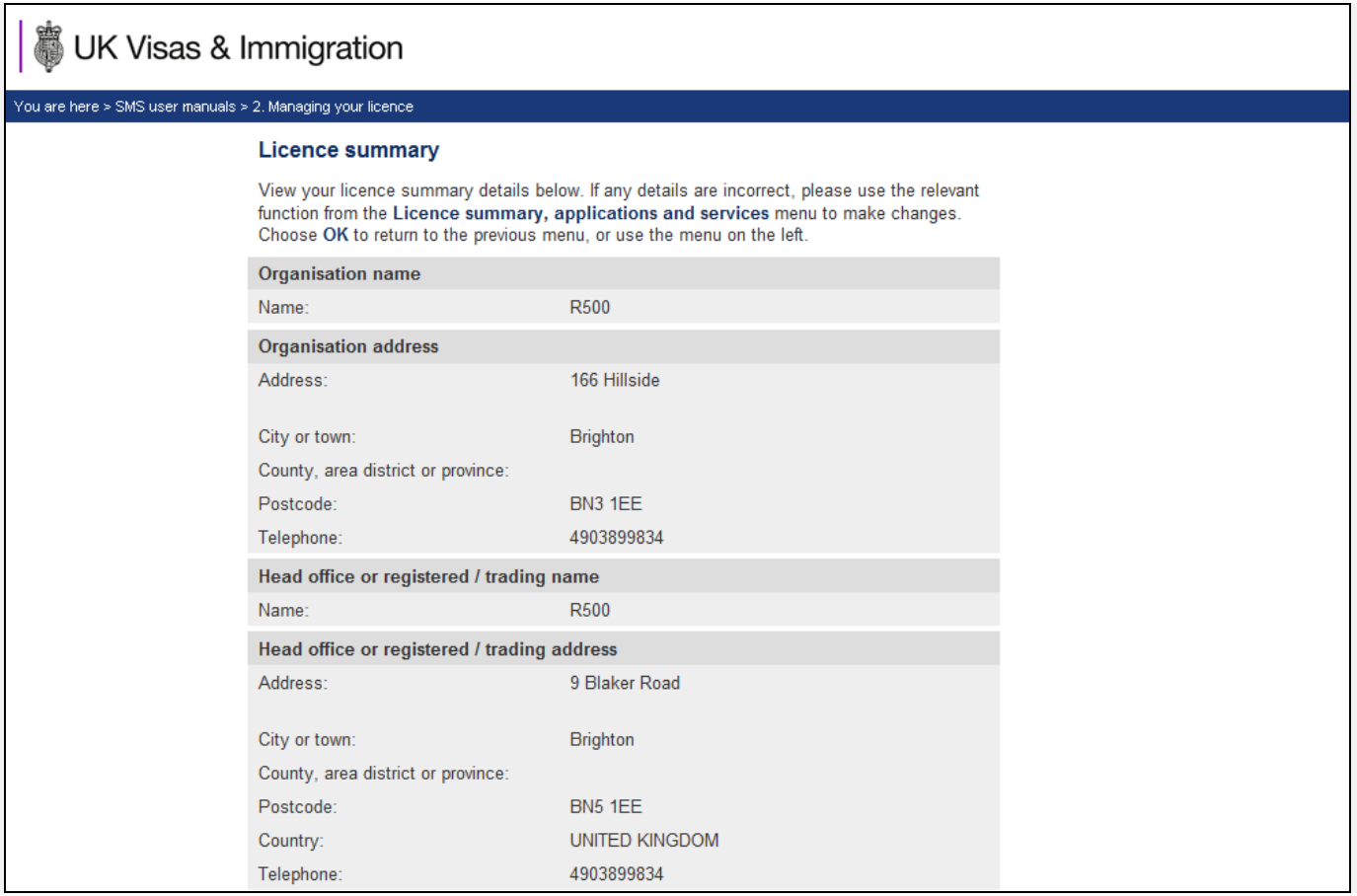


Guide 6: How to view your licence summary

Follow the step by step instructions to view the **Licence summary** which displays your CoS/CAS allocation, key licence dates and licence details. The **Licence summary** screen can only be viewed by a Level 1 user.

You should read the guidance for sponsors before viewing your licence details and CAS/CoS allocation.

Step	Instruction	Screen example
5	From the **Licence summary, applications and services** screen, select **Licence summary**.	

6	The **Licence summary** is displayed. **Organisation name**: this is your name, as it appears on the published register of licensed sponsors. **Organisation address**: this is your address and phone number. **Head Office or registered / trading name** (if applicable): this is your Head Office's name, if different from the organisation name. **Head Office or registered / trading address** (if applicable): this is your Head Office's address and phone number, if different from the organisation address. If any of these details are incorrect, you must submit a request to change it using the **Amend your organisation details** function.	

Sponsor licence number: this is your unique licence number, which cannot be amended. You should quote this number every time you communicate with us.

No. of employees: this is the number of employees that you have told us are currently working in your organisation, as stated in your original licence application, unless changed by you.

Business sector: this is the sector in which you operate.

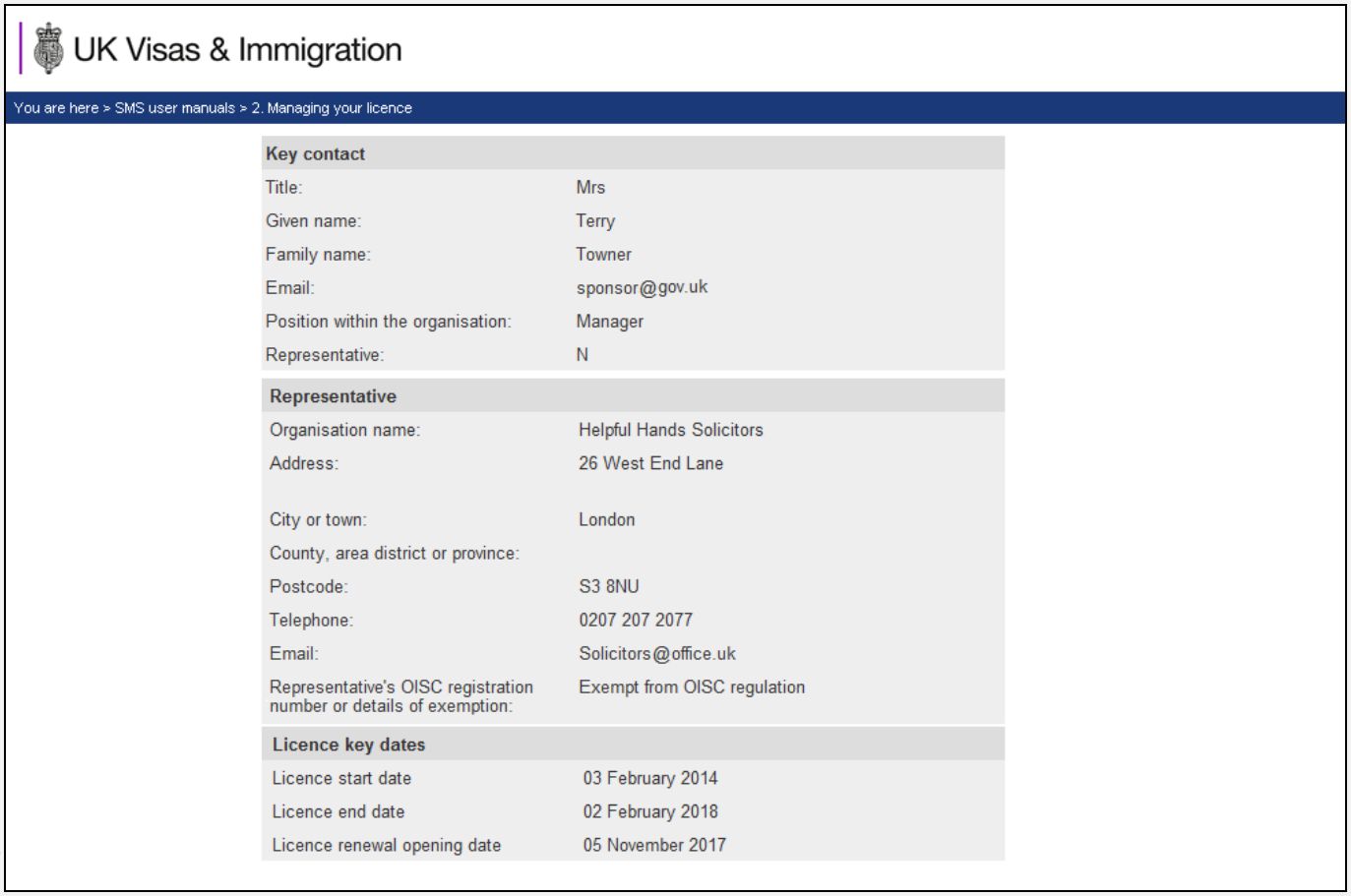
If the **business sector** or **size or your organisation** is incorrect, you should submit a request using the **Request any other change to your sponsor details** function.

Authorising officer: these are the details of your nominated AO. If any of these details are incorrect, you must submit a request using the **Amend your current Authorising Officer's details** function. If your Authorising officer has left, or you wish to appoint a new Authorising officer, you should use the **Replace your Authorising Officer details** function.

Key contact: these are the details of your nominated KC. If any of these details are incorrect, you must submit a request using the **Amend your current Key Contact details** function. If your KC has left or you wish to appoint a new KC, you should use the **Replace your Key Contact** function.

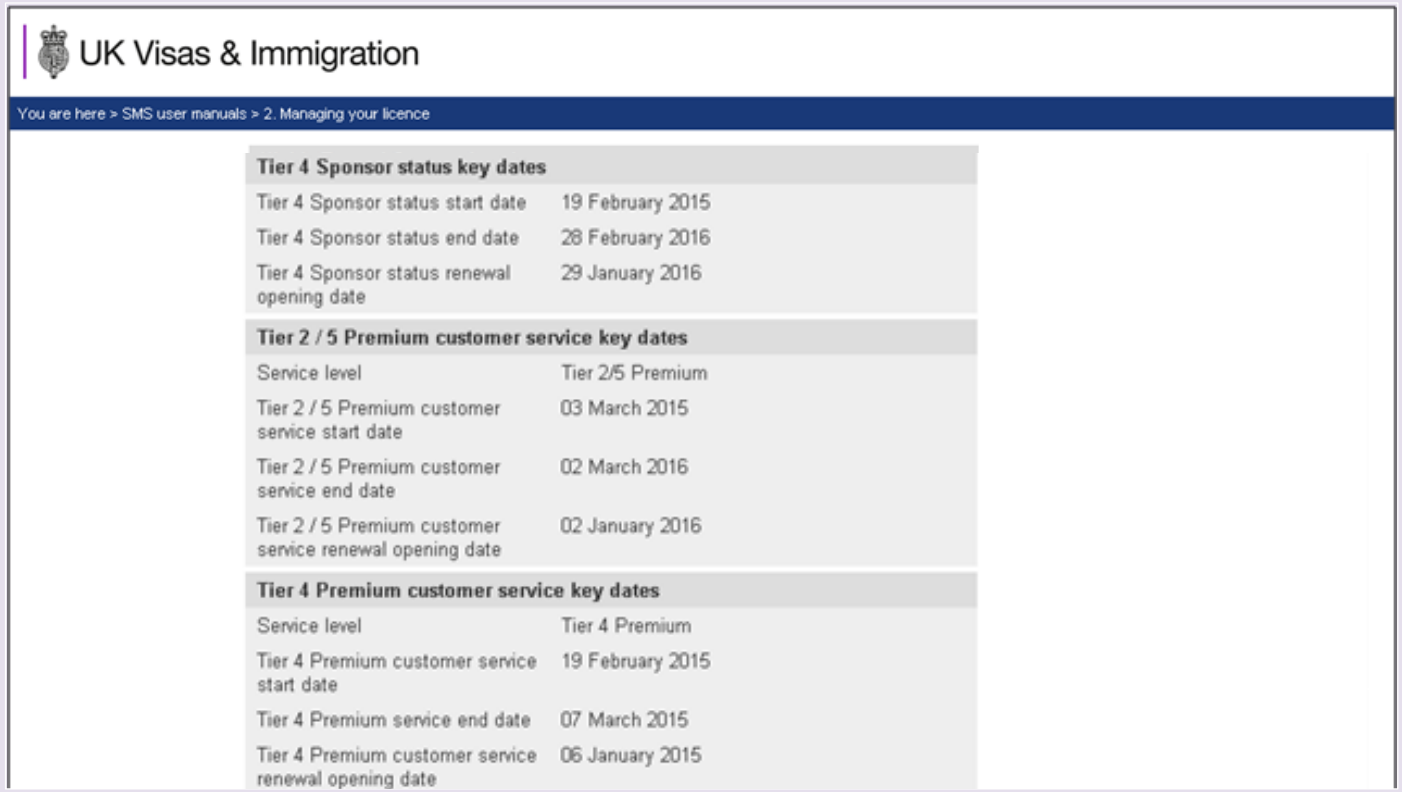
Representative: If you have appointed a representative, their details will be displayed here. If any of these details are incorrect, or you wish to remove or appoint a new representative, you should submit a request using the **Request any other change to your licence details** function. If you have appointed more than one representative, you will only be able to view the first representative you appointed on this screen.

Licence key dates: displayed here are your licence start and end dates, as well as your licence renewal period opening date; take note of this date, as it is the date from which you can first apply to renew your licence. The licence end date is the last date on which you can apply to renew your licence before it expires.



Tier 4 Sponsor status key dates: displayed here are your Tier 4 Sponsor status start and end dates. You must apply for a Basic Compliance Assessment before the Tier 4 status end date. You can apply any time from the Tier 4 Sponsor status renewal opening date.

Premium customer service key dates: displayed here is your Premium customer service start and end dates, as well as your Premium renewal opening date; take note of this date as it is the date from which you can first apply to renew your Premium customer service. The customer service end date is the last date on which you can apply to renew your customer service before it expires.



1. The remainder of the page shows your allocations by tier and category. Under each category you can see your limit of CAS/CoS, how many you have assigned since the allocation year began, how many CAS/CoS you have left to assign for the allocation year, the expiry date of the allocation year and your rating for each category.

Note

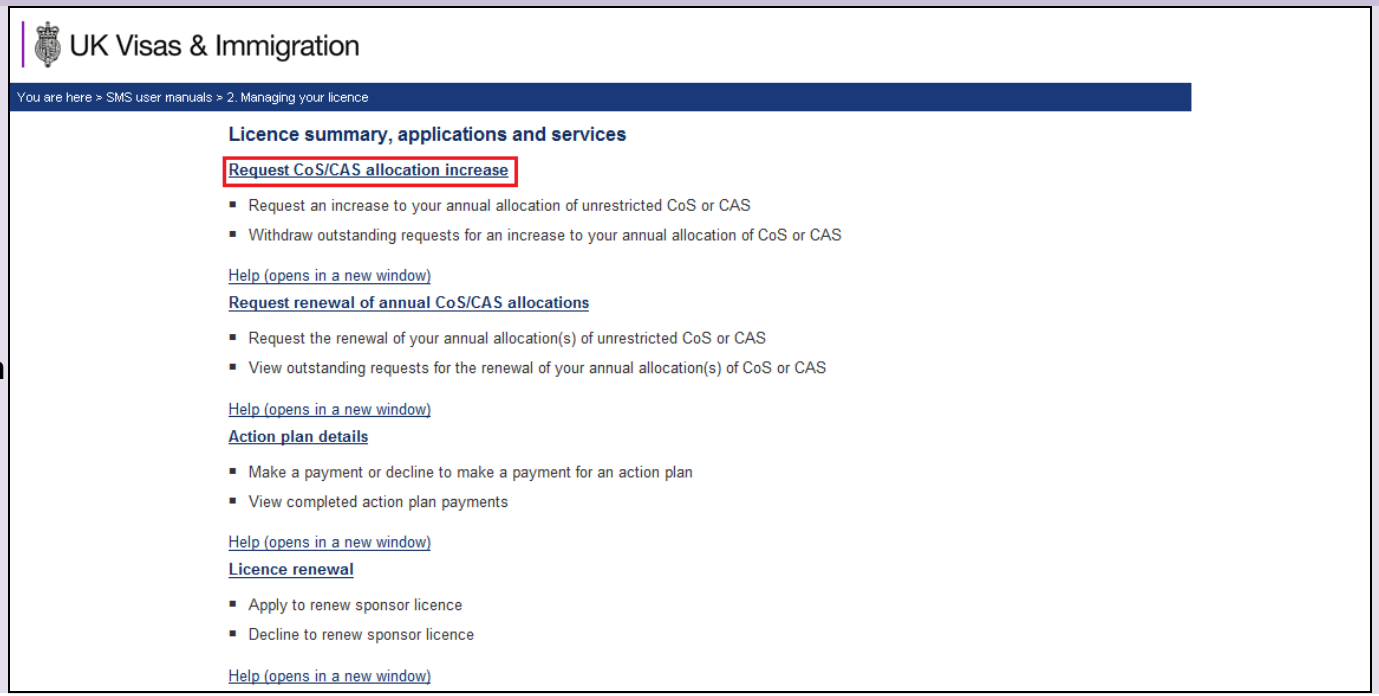
2. From 6 April the term 'A-rated Sponsor' will be replaced by 'Probationary Sponsor' within Tier 4. However, Tier 4 sponsors should note that due to technical constraints the A-rating will continue to be used in SMS until further notice.

3. Unless automated, you can apply to renew your annual allocation of CAS/CoS up to three months before the allocation expiry date, or after that date. See *Guides 7 & 8* below for instruction on how to apply for annual allocations and in-year allocations.

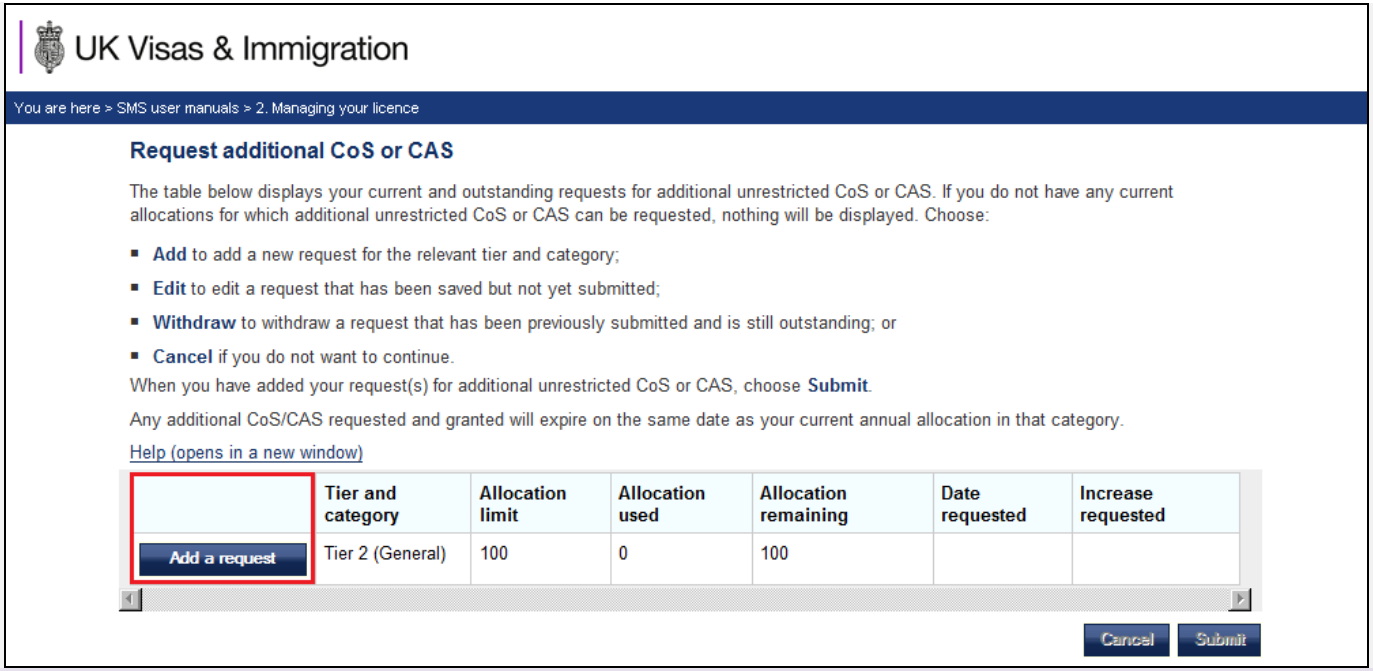
Guide 7: How to request and withdraw a request for a CoS/CAS allocation increase

Follow the step by step instructions to request an increase in your allocation of CoS and/or CAS during an allocation year, and to withdraw a request. This action can performed at any point during the allocation year.

You should read the guidance for sponsors before requesting additional CoS and CAS or withdrawing a request.

Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request CoS/CAS allocation increase**.	

2 From the **Request additional CoS or CAS** screen, select **Add a request** next to the category in which you wish to increase the allocation.

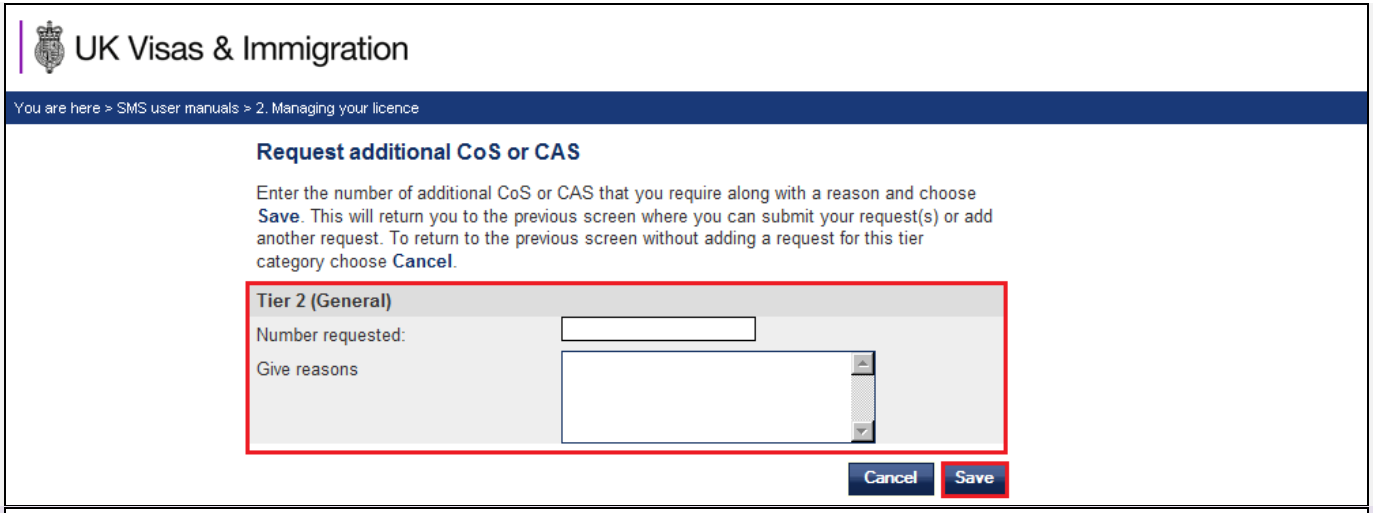


Note

1. If you are unable to add a request, your current allocation could have expired and you may need to renew it. Select **Cancel**, then from **Licence summary, applications and services** menu, select **Request renewal of annual CoS/CAS allocations**.
2. You can request increases to more than one of your allocations on the same request. This function can be used as many times as required during the allocation year.

3 From the **Request additional CoS or CAS** screen, enter the number of CoS or CAS you require and provide full reasons for this request. Once you have completed all details, select **Save**.

The reasons for the request must be explained in full.

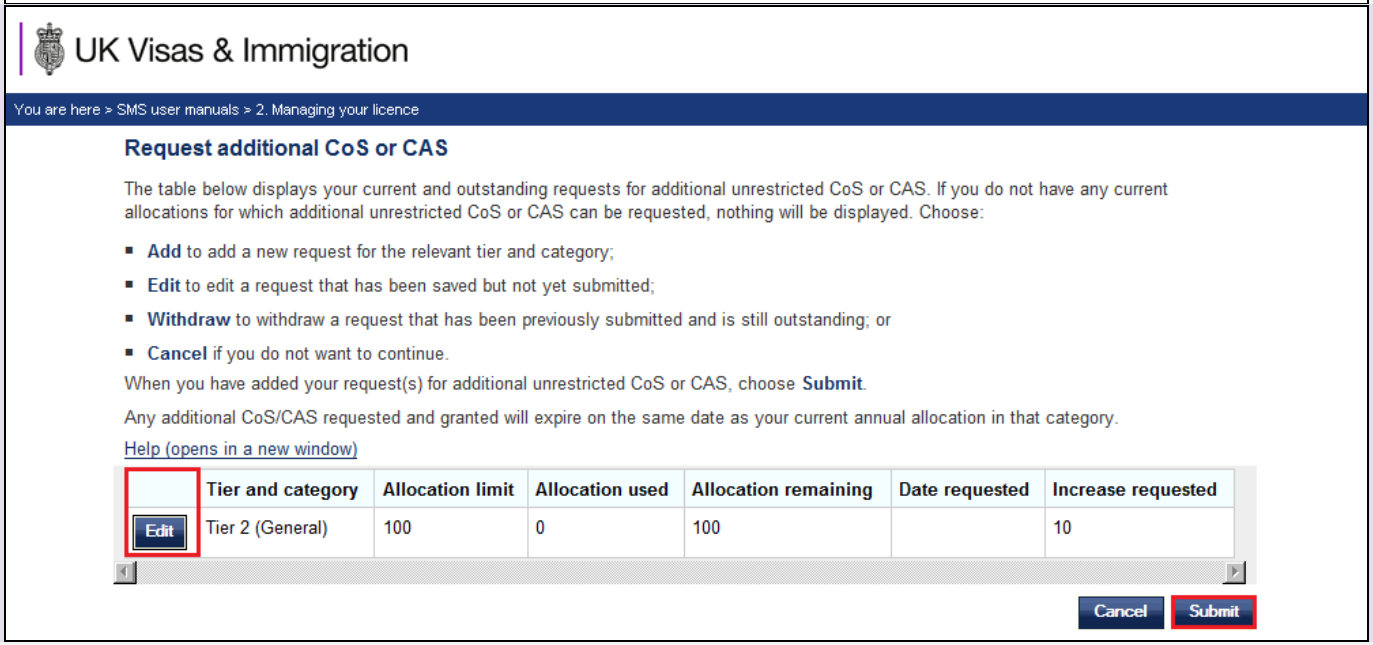


You are returned to the **Request additional CoS or CAS** screen.

If required, repeat the above process to request an increase in another category.

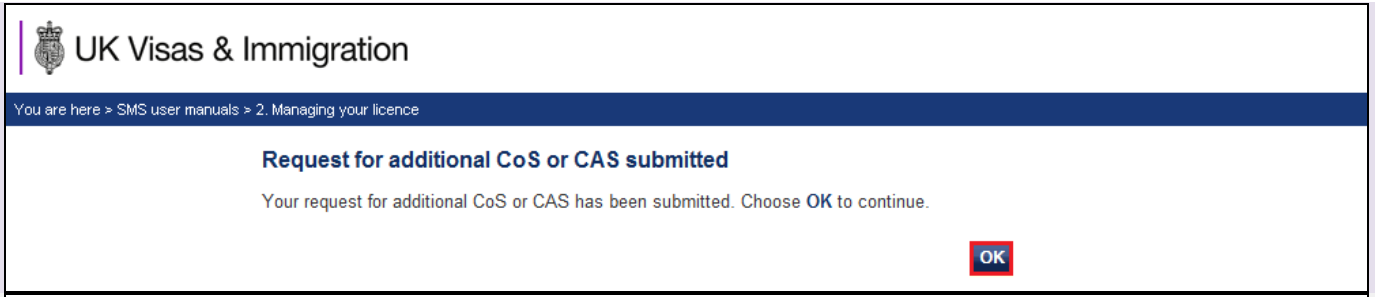
4 If you need to amend the number of certificates requested or the reasons you gave, select **Edit** next to the request you wish to amend.

If you have no further changes, select **Submit** to confirm your request(s).



Note You can only edit a request before it has been submitted. If your request has been submitted, you can only withdraw the request, not edit it.

5 Your request(s) has been submitted. Select **OK** to return to the **Request additional CoS or CAS** screen.

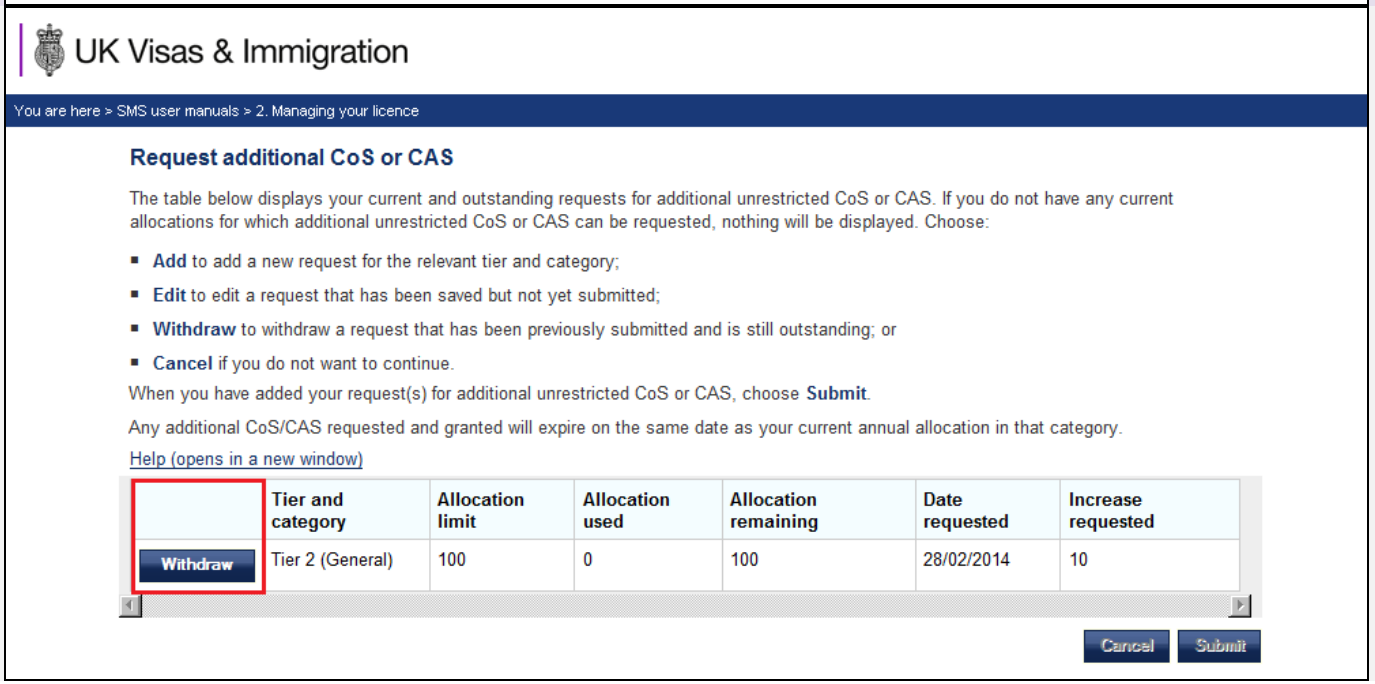


Withdraw:

6 If you wish to withdraw a request, select **Withdraw** next to the applicable request.

You can only withdraw a request when the request has been submitted and is still outstanding.

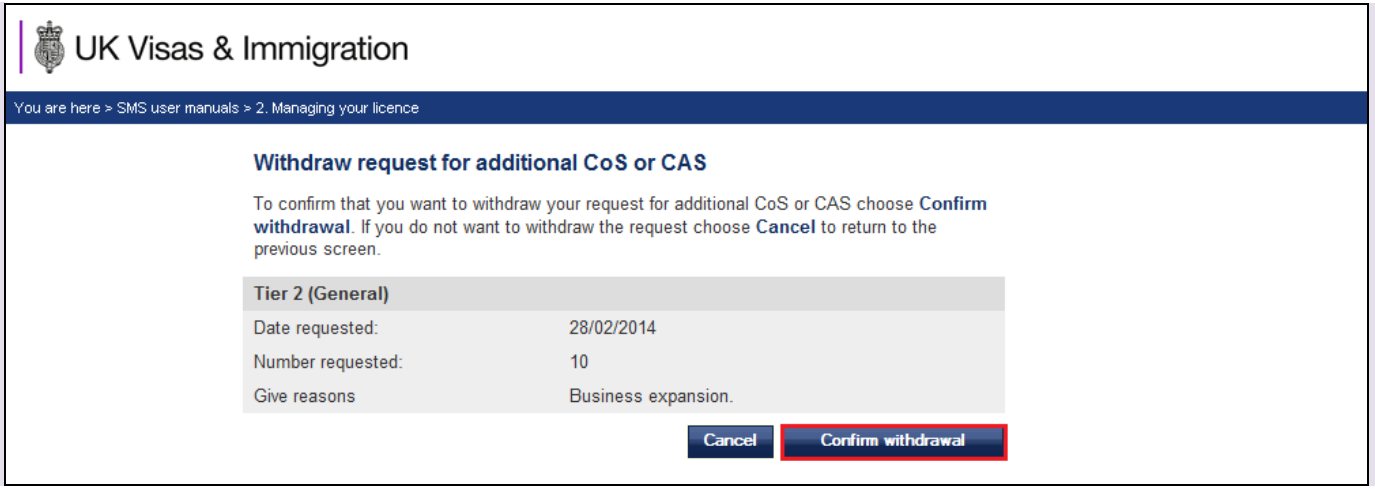
The withdrawal will not be completed until you confirm the action.



7

From the **Withdraw request for additional CoS or CAS** screen, select **Confirm withdrawal**.

From the **Request additional CoS or CAS** screen you can now see that the request has been withdrawn and will not be considered.



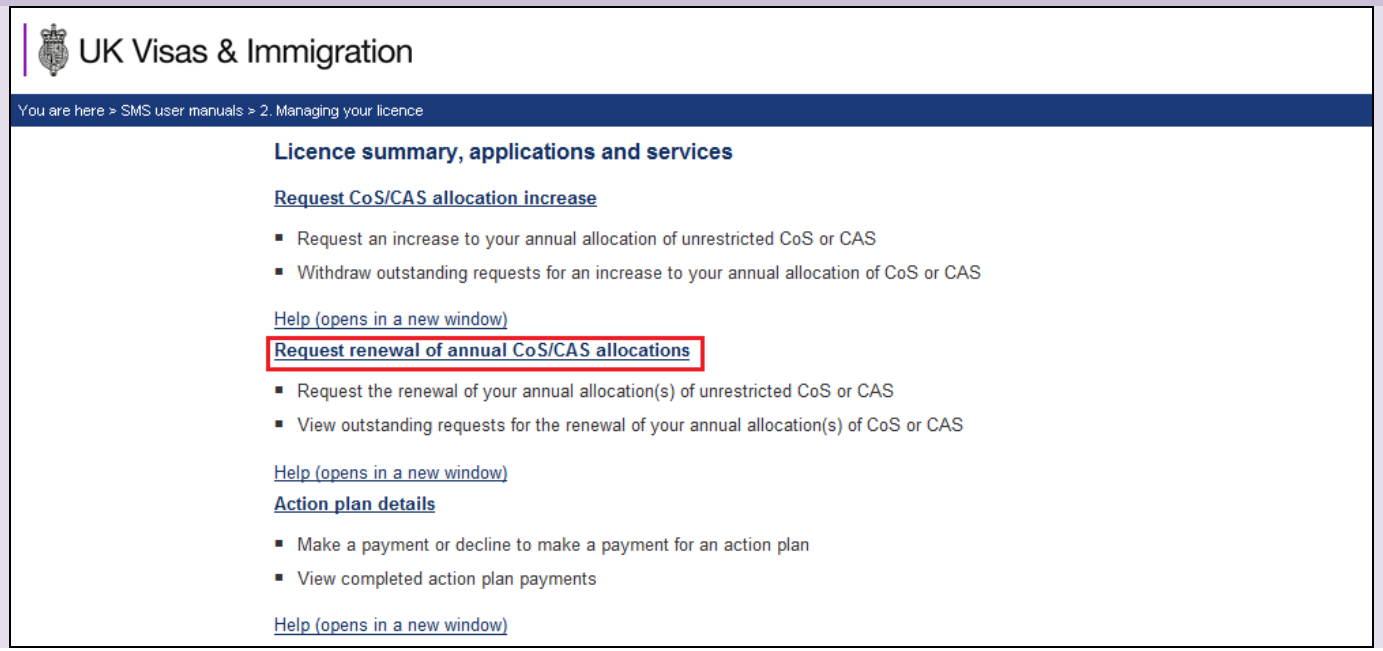
Guide 8: How to request a renewal of annual allocation

Follow the step by step instructions to request a renewal of your annual allocation of CoS or CAS.

On 6 April 2014 we introduced new functionality in SMS to automatically create an annual allocation of CoS based on the number of CoS you assigned in the preceding 12 months. We will write to you if you meet the criteria and automation has been granted.

If you are set to receive automated annual allocations, you will not be required to submit a renewal request. To determine if you are due to receive an automated annual allocation, see *Step 2* below.

You should read the guidance for sponsors before requesting renewal of an annual allocation of CoS or CAS.

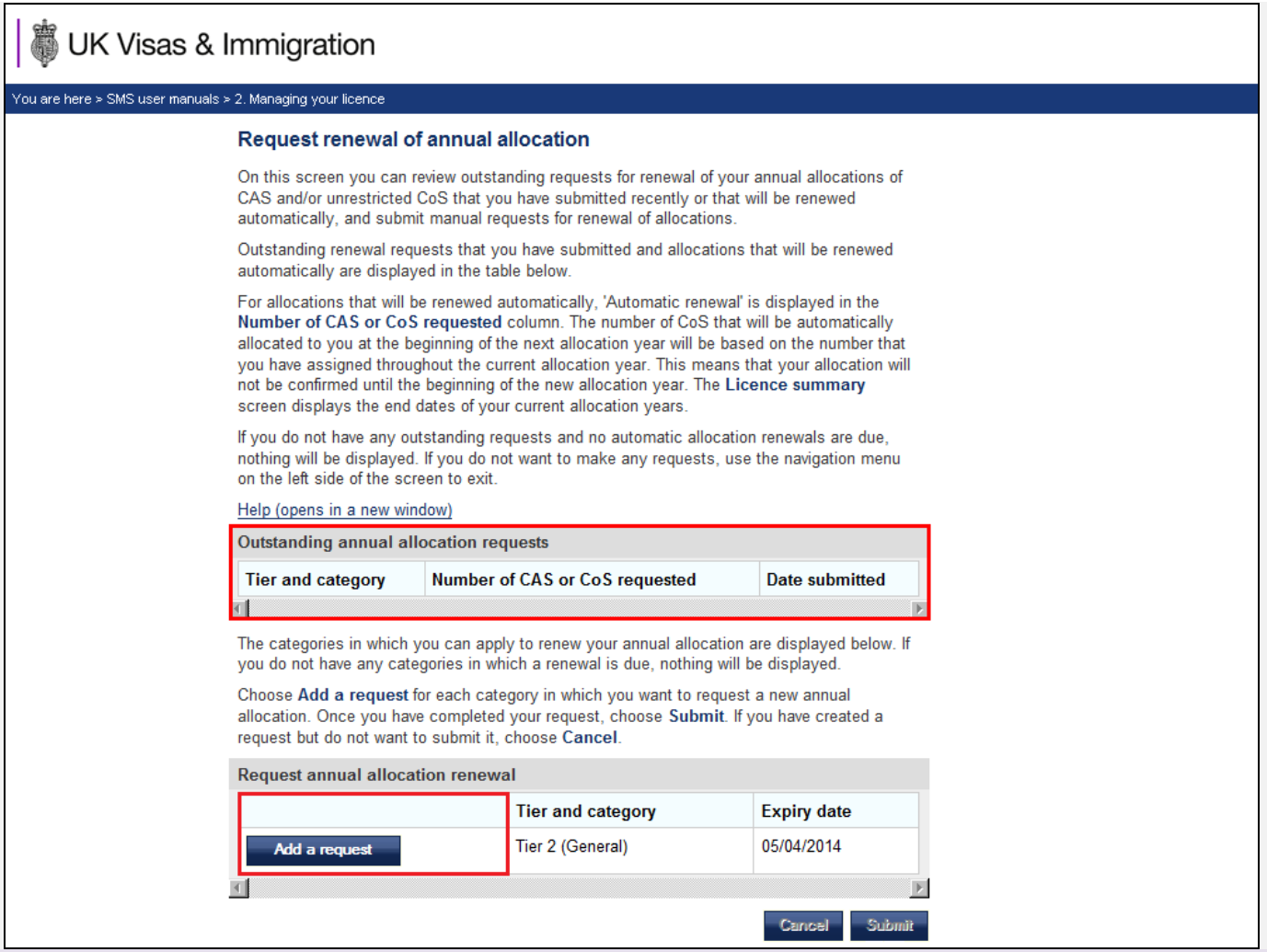
Step	Instruction	Screen example
1	From the **Licence summary, applications and services** screen, select **Request renewal of annual CoS/CAS allocations**.	

2

From the **Request renewal of annual allocation** screen you will be able to see if allocations are due to be renewed automatically in the 'Outstanding annual allocation requests' grid. Three months prior to the expiry of your allocation, *Automatic renewal* will be displayed in the 'Number of CAS or CoS requested' column. The number you will receive will be equal to the number of CoS you assigned in the 12 month period before the new allocation is automatically created.

The automated allocation will be available when the allocation year begins for that particular category (the day after the expiry date).

If you have received an email from us reminding you to apply, you must submit a manual application by selecting **Add a request** next to the category in which you wish to request a renewal, as indicated.



Note

1. You can apply to renew allocations in the Tier 2 (General) and Tier 2 (Intra-Company Transfer) categories up to three months prior to the expiry date. The expiry date for these allocations is always 5 April, so you can always apply to renew them from 6 January (see **Note** to *Step 4* below).

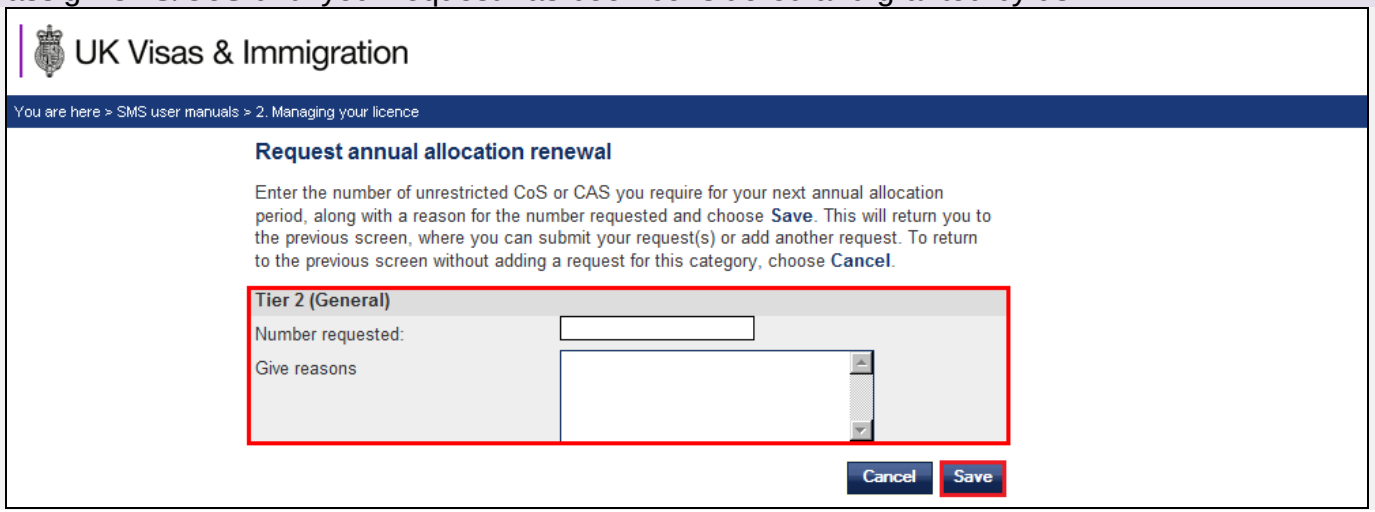
2. In all other categories you can apply to renew allocations up to three months before their expiry date, or within the renewal period for any other categories that you hold.

3. If you do not renew your allocation before its expiry date, the allocation will expire. You can apply to renew your allocation after it has expired but you will not be able to assign CAS/CoS until your request has been considered and granted by us.

3

From the **Request annual allocation renewal** screen, enter the number of CoS or CAS you wish to request and the reason why they are required. When complete, select **Save**.

The reasons for the request must be explained in full.



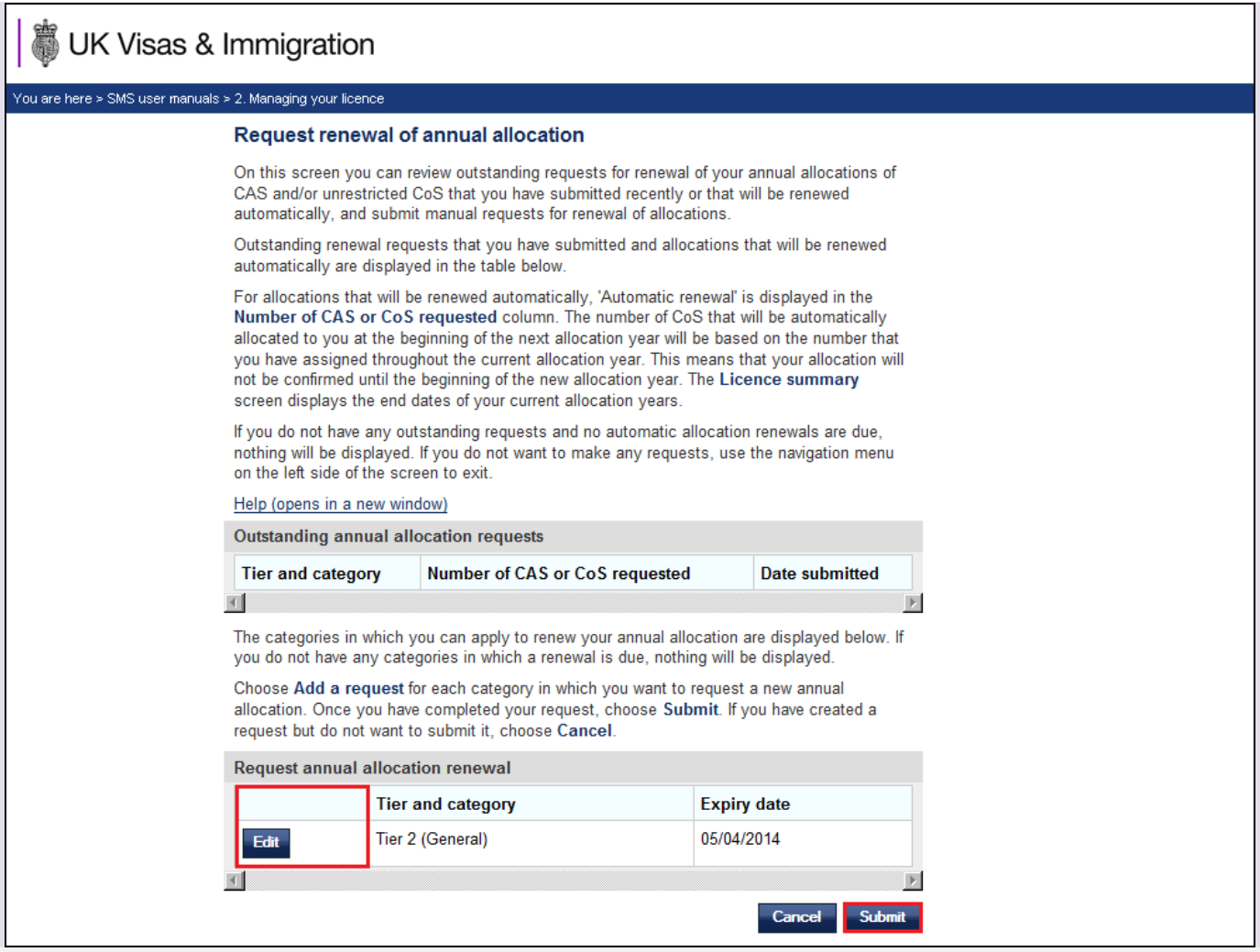
4

You are returned to the **Request renewal of annual allocation** screen.

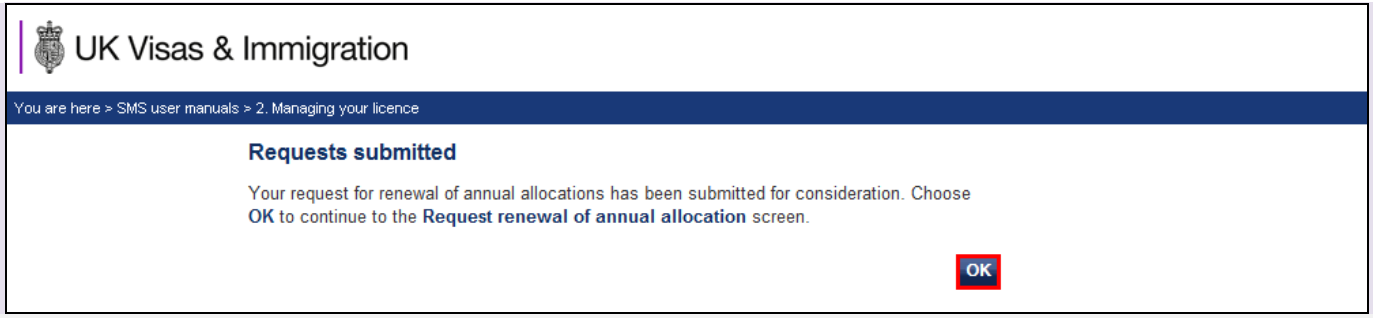
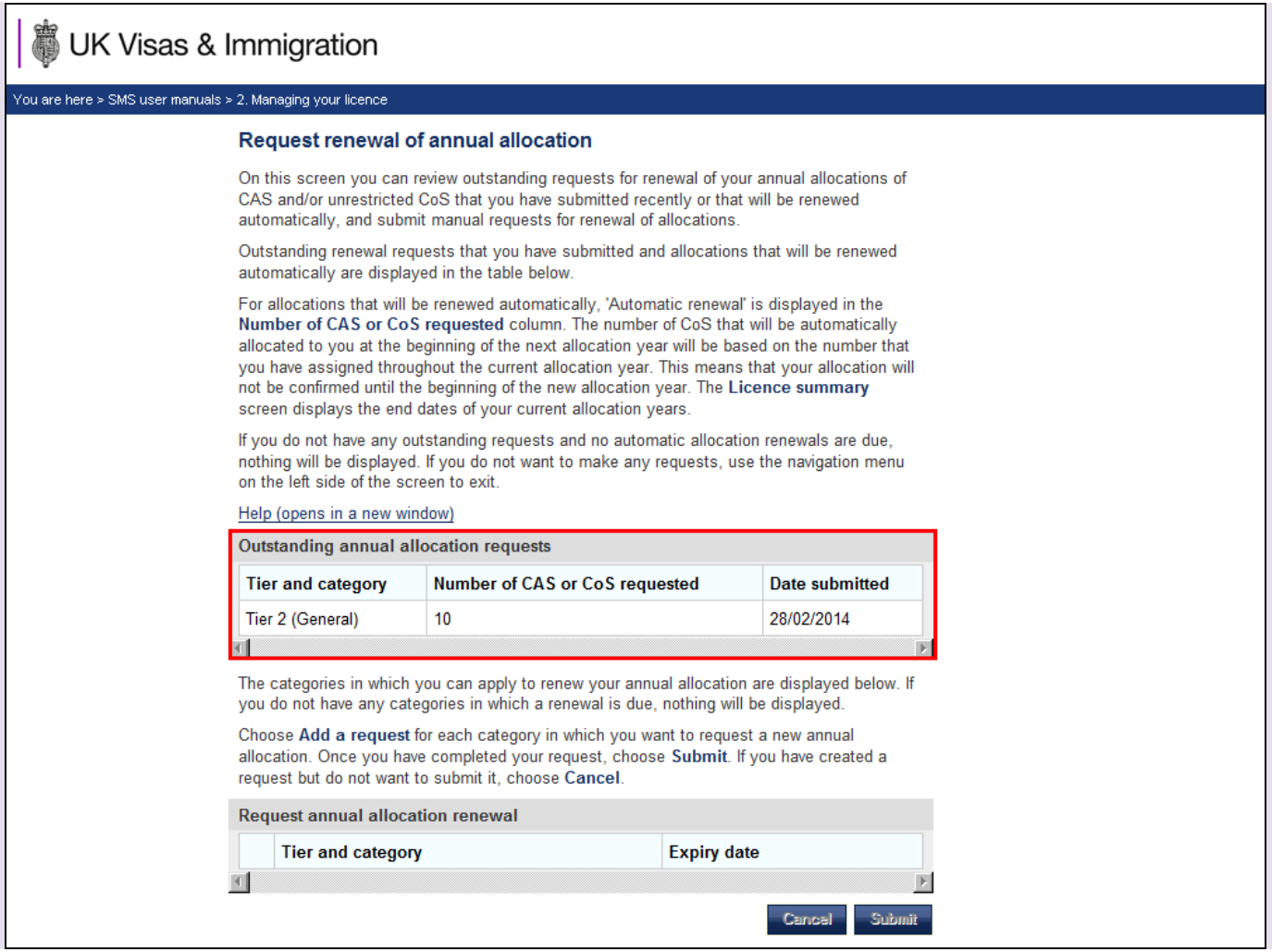
Repeat the above process to request to renew your allocation in another category.

If you need to amend the number of certificates requested or the reasons you gave, select **Edit** next to the request you wish to amend.

If you have no further changes, select **Submit** to send your requests.



Note The Tier 2 (General) and Tier 2 (Intra-Company Transfer) categories have fixed allocation periods, which run from 6 April to 5 April each year. You can align other allocations by applying to renew them at the same time as these Tier 2 categories.

	Your request has been submitted.	
5	Select **OK** to return to the **Request renewal of annual allocation** screen.	
Note	When we have considered and granted your request, your new allocation and expiry date can be viewed in **Licence summary**. The only exception to this is in Tier 2 (General) and Tier 2 (Intra-Company Transfer). The allocations and expiry dates for these categories are only updated once the fixed allocation period begins on 6 April each year.	

6 From the **Request renewal of annual allocation** screen you can see that the request has been submitted from the 'Outstanding annual allocation requests' grid.